



ACCESSIBILITY GUIDE

www.theopen.com/accessibility

Telephone: + 44 (0)1334 460010 Email: **accessibility@randa.org**

WELCOME

For the first time since 2014, The Open returns to Royal Liverpool, Hoylake this year for the 151st edition of the Championship.

The 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 T. +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 Services Team on the telephone number or email address above.

TICKET INFORMATION

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

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 ticket purchase via The Open Ticket Ballot.

Tickets are sold subject to availability.

Tickets for The 151st Open will be digital. These will be accessible through The Open Tickets App. More information will be made available closer to the Championship.

More information regarding Ticketing at The Open can be found on TheOpen.com.

<https://www.theopen.com/tickets-and-hospitality/tickets>

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 Open Ticket Office:

- 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.
- Receipt of either Employment & Support Allowance or Attendance Allowance.
- War Pensioners' Mobility Supplement or War Disablement Pension for 80% or more disability.
- 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).
- 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.
- 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 sufficient.
- A personal letter from the GP, community nurse or social worker stating that the individual has a long-term disability and requires assistance/support.
- 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 Open Ticket Office to process a complimentary carer ticket.

GETTING THERE

For full directions and travel information, please visit our dedicated travel page on TheOpen.com

<https://www.theopen.com/Spectators/GettingThere>

TRAVEL BY RAIL

Merseyrail provides train services on routes across Merseyside to Hoylake – the nearest station to Royal Liverpool. Connections from the wider rail network to the Merseyrail Wirral Line are available from Bidston, Chester, Ellesmere Port, Liverpool Central and Liverpool Lime Street. Hoylake Station is located approximately 800m from the main spectator entrance to The 151st Open. An accessible minibus shuttle will be available to transport passengers with reduced mobility to and from the course.

Please speak to a member of staff at the station if you require use of the shuttle. Further information about booking passenger assistance during your train journey can be found on the Merseyrail **website**.

<https://www.merseyrail.org/plan-your-journey/assisted-travel.aspx>

Train services are expected to be busy during The 151st Open so please ensure you leave plenty of time to travel. Rail timetables and ticket booking information will be published **here** when available.

<https://www.merseyrail.org/destination-merseyside/events/the-151st-open-at-royal-liverpool.aspx>

TRAVEL BY BUS

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

ACCESSIBLE PARKING

A pre-booked accessible car park is available for Accessible Parking Permit holders, subject to availability. This car park is hard-standing and is located approximately 800m from the main spectator entrance to The 151st Open. An accessible minibus shuttle with low floor access and ramps will be provided to transport passengers with reduced mobility to and from the course.

In order to be eligible for free parking at the event, an Accessible Parking Permit such as a Blue Badge or equivalent must be provided in advance as evidence.

To apply for accessible parking at The Open, please email accessibility@randa.org

PARK & RIDE PARKING

There is no public car parking at Royal Liverpool or in the immediate surrounding area. All public parking will be located at The Open Park & Ride facilities, where dedicated buses will be available to transport spectators to the course. The main public car parks are grass and the double decker buses used to transport spectators to and from the course all have low floor access and are fitted with a ramp.

Spectators choosing to travel to the event by car or motorcycle will be directed to The Open Park & Ride sites by Variable Messaging Signs (VMS) and specific black and yellow event signs provided by The AA.

Spectators are advised to switch off satellite navigation systems and follow the appropriate signage.

GATE OPENING AND PARK & RIDE TIMINGS

DATE	GATES OPEN	FIRST SERVICE TO THE COURSE	LAST SERVICE BACK TO THE CAR PARKS
Sunday 16 July	9.00am	8:00am	8.00pm
Monday 17 July	7.00am	6.45am	8.00pm
Tuesday 18 July	7.00am	6.45am	8.00pm
Wednesday 19 July	7.00am	6.45am	8.00pm
Thursday 20 July	6:00am	5.45am	10.00pm
Friday 21 July	6.00am	5.45am	10.00pm
Saturday 22 July	7.00am	6.45am	9.00pm
Sunday 23 July	7.00am	6.45am	9.00pm

COACH AND MINIBUS PARKING

A coach and minibus parking area is available at The Open. This parking area is on grass and is located approximately 250m from the main spectator entrance to The 151st Open. The route from the Coach Park to the main entrance is a mixture of flat grass and hard standing and includes a stepped footbridge, however there is a road crossing point available for spectators who are unable to use the bridge. Please speak to a steward for directions to the step-free crossing point. Please note that there may be a short wait to use the crossing point.

ACCESSIBLE COACH AND MINIBUS PARKING

To pre-book discounted coach or minibus parking please contact The Open Customer Service Team on +44 (0)1334 460010 or email accessibility@randa.org.

The deadline for pre-booked coach and minibus parking is Friday 30 June 2023. If a member of your coach or minibus party holds an Accessible Parking Permit, such as a Blue Badge or equivalent, please ensure this is displayed to the traffic marshals in the Coach Park to enable them to direct you to a space at the front of the parking area.

TAXI

There will be a designated taxi rank and private hire drop off/pick-up area in operation for The Open.

Further details will be published here when available.

TICKET OFFICE

There will be a Ticket Office located at all of the public entrances to The Open.

The area around each of the Ticket Offices is hard-standing or flat grass.

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.

The 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 ramps on entry & exit.

FACILITIES

Toilet and accessible facilities will be available at various points around the course which will include Ladies, Gents and Accessible units. Each accessible toilet contains a toilet and sink to allow complete privacy. All accessible toilet facilities have an audio and visual alarm and are accessed via a ramp.

Further details on the locations of toilet facilities around the venue will be published here when available.

MOBILITY SCOOTERS & WHEELCHAIRS

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.

The maximum dimensions permitted for wheelchairs - 1200 x 700.

The maximum dimensions permitted for mobility scooters - 1200 x 600.

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. Other catering facilities will be strategically located throughout the venue.

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.

There will also be lowered food counters on-site.

HOSPITALITY AREAS

Hospitality areas within The Open are wheelchair accessible with ramps provided into single-tiered structures, and stair climbers available for wheelchair users requiring access to multi-tiered facilities. There is a lift within the R&A Complex structure.

If you have any questions regarding Hospitality, please email hospitality@theopen.com

SPECTATOR VIEWING AND ACCESSIBLE VIEWING PLATFORMS

There will be thousands of public grandstand seats located around the course including at the 18th Green and at the Practice Ground which are accessed by stairs. The public seating is free of charge to spectators.

Wheelchair viewing platforms will be available at the 18th Green (right-hand side), the Practice Ground, 1st Green, 7th Green and 17th Tee on a first come, first served basis. Access will also be available to accompanying carers 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 positions will be available on a first come, first served basis.

THE OPEN SHOP

The Open Shop will be located within the Spectator Village, which is on mostly level grass terrain.

The flooring within The Open Shop is a mixture of carpet and wood 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 good access around all displays.

Floor staff are available to assist customers if required and The Shop has low height desks at all the till points. Wheelchair accessible fitting rooms are available on both sides of The Shop. A hearing loop is installed in The Shop, with staff available to help access the service.

There is one large separate exit which is signposted and the option of complimentary shopping storage and onward shipping with UPS as you leave.

GETTING AROUND THE COURSE

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

VISUALLY IMPAIRED SPECTATORS

We welcome assistance dogs.

Complimentary commentary radios are available for spectators with a visual impairment – these are available for collection at the Customer Service till points within The Open Shop.

EMERGENCY EVACUATION PROCEDURES

In the case of an emergency evacuation, all visitors to The Open will be directed to localised rendezvous points around the course by a Steward/Marshal.

In the case of a Full Course Evacuation G4S security guards will assist Marshals and direct spectators to the nearest Entry/Exit or Assembly Point Area. If you require assistance to safely evacuate the venue, please alert a Steward/Marshal.

FAMILY FUN

There are several activities for kids of all ages in the Spectator Village, including The Swingzone, and the hugely popular HSBC Golf Zone gives all spectators the opportunity to test their golf skills. The Swingzone also includes The HSBC Grassroots Skillzone, where children can put their golf skills to the test in a fun and friendly environment. All of these areas have step and ramp access where required.

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**](mailto:accessibility@randa.org)

We look forward to welcoming you to The 151st Open at Royal Liverpool.

All information is correct at date of publishing and subject to change.

28/03/23

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