



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 telephone 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 Services Team on the telephone number or email address above.

TICKET INFORMATION

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 at **<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.

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.

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.

For spectators whose applications are successful, please note that 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, however 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.

GETTING THERE

For full directions and travel information, please visit our dedicated travel page **<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 at Hoylake Station 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](#)**.

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.

TRAVEL BY BUS

Hoylake is part of the local public bus network, which connects to many local accommodation hubs around Wirral, including Meols, Moreton and Bidston, with an interchange at Birkenhead

for services to Liverpool and Chester. A map of the local bus network is available to view on the **Merseytravel website**.

Stagecoach is the operator of the 38 service, which connects Hoylake to Birkenhead and the surrounding area, and the 1 and X1 services, which connect Birkenhead to Liverpool and Chester. All Stagecoach services stop on Meols Drive, approximately **450m** from the main public entrance to The Open. Tickets can be purchased on buses or via the Stagecoach Bus app. Further information on planning your journey, including accessibility assistance, timetables and tickets valid for multiple journeys, can be found on the **Stagecoach website**. All local buses accept contactless payments.

Arriva is the operator of the 407 and 437 services, which connect Hoylake and West Kirby to Birkenhead and the surrounding area. The 407 service stops on Meols Drive, approximately **450m** from the main public entrance to The Open, and the 437 service stops at West Kirby Station, which is approximately **1km** from the golf course. Tickets can be purchased on buses or via the Arriva UK Bus app. Further information on planning your journey, including accessibility assistance, timetables and tickets valid for multiple journeys, can be found on the **Arriva website**. All local buses accept contactless payments.

ACCESSIBLE PARKING

The 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.

Please note the deadline for pre-booking accessible parking now passed.

For fans with accessible parking requirements please follow the signs for the Park & Ride and present your blue badge. The onsite staff will allow access and direct to the front of the car park.

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 displaying a Blue Badge (or equivalent Accessible Parking Permit) will be directed to park in the area of the car park closest to the bus stop.

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 BUS SERVICE TO THE COURSE	LAST BUS 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**](mailto: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.

TRAVEL BY TAXI

There will be a designated taxi and private hire drop off/pick-up area in operation for The Open on Valentia Road, approximately **750m** from the main public entrance. Taxis and private hire vehicles are unable to drop off and pick-up passengers directly outside the main entrance due to road access restrictions, therefore spectators with reduced mobility may wish to direct their taxi driver to the Yellow B car park on Carr Lane, where an accessible minibus shuttle will be available to transport spectators to and from the main entrance.

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.

All Ticket Offices will have a lowered window and there will be Audio Induction Loops for spectators with hearing aids.

ENTRANCE TENT & SECURITY CHECK

On arrival at the venue please proceed to the Entry Gates where tickets 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**.

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.

ACCESSIBILITY ASSISTANCE AT THE OPEN

The Accessibility Zone is located in the main Spectator Village, to the right of the 18th Fairway. Accessibility Stewards are identifiable by their orange bibs and are trained to assist with accessibility queries.

There is a Quiet Zone available at The 151st Open. This is located to the left of the 18th tee, close to the main public entrance Gate 1. Please speak to an Accessibility Steward if you require access to the Quiet Zone.

TOILET FACILITIES

Accessible toilets are available close to all public catering areas around the course (including at the Practice Ground) and beside The Shop. Locations of all toilet facilities are shown on the spectator map. Each accessible toilet unit 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.

A Changing Places toilet is available next to the Accessibility Zone in the main Spectator Village, to the right of the 18th Fairway.

FOOD & BEVERAGE FACILITIES

Catering facilities are available in several areas around the course, with the main facilities located in the Spectator Village. The locations of all catering facilities are shown on the spectator map.

Access to the Spectator Village catering area will have ramped access. All on-course catering facilities are at ground level.

All outdoor seating areas are on grass terrain. Wheelchair accessible picnic benches are available in the Main Spectator Village and also at the on-course catering areas between the 3rd and 4th fairways, between the 5th and 15th Fairways and behind the 10th Tee. Look out for signage on tall poles to indicate where these are located in each seating area.

Large print menus are displayed at the entrance to the Spectator Village catering area and at all on-course catering units. Please ask a member of staff for assistance if required.

Lowered food counters are available at each of the catering outlets in the main Spectator Village. Mobile catering units are provided at all on-course catering areas. Please ask a member of staff if you require assistance accessing the counter.

HOSPITALITY AREAS

Hospitality areas at The Open are wheelchair accessible with ramps provided into single-tiered structures and stair climbers for access to multi-tiered structures. There is a lift in the R&A Complex for access to the Trophy Room.

Hospitality guests with additional accessibility requirements are advised to email **hospitality@theopen.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.

There will be thousands of public grandstand seats located around the course, which are provided free of charge to all spectators and are available on a first come, first served basis.

Wheelchair accessible viewing platforms will be available at the 18th Green (right-hand side), the Practice Ground, 1st Green, 7th Green and 17th Tee. Seating will be provided for accompanying carers, however this may be restricted to one accompanying carer per wheelchair user at busy times. Please ask a grandstand marshal for assistance with seating, if required.

If the grandstands become full at busy times, a 'pass-out' system will be in place to allow spectators to temporarily leave the grandstand and return to their seat within 30 minutes. Spectators who need to leave their seat for longer than 30 minutes due to a medical reason should notify a grandstand marshal, who will extend the pass-out period for up to one hour. It is recommended that spectators with a hidden disability wear a sunflower lanyard to assist marshals to implement this process fairly.

The closest toilet locations to each accessible viewing platform are listed below:

- 18th Green – next to The Open Shop (105m)
- Practice Ground – next to Practice Ground Catering Area (85m)
- 1st Green – next to Accessibility Zone in the main Spectator Village (204m)
- 7th Green – between 5th and 7th fairways (200m)
- 17th Tee – next to Accessibility Zone in the main Spectator Village (400m) or next to The Swingzone right of the 14th fairway (285m)

THE OPEN SHOP

The Open Shop will be located within the Spectator Village, which is on flat 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 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 till points. Wheelchair accessible fitting rooms are available on both sides of The Shop. A hearing loop is installed in The Shop for spectators with hearing aids and staff are available to help access the service.

Complimentary shopping storage and onward shipping with UPS is available at the exit to The Shop.

Complimentary commentary radios are available for spectators with a visual impairment. These can be obtained at Customer Service till points within The Open Shop and from the Accessibility Zone in the Spectator Village.

ASSISTANCE DOGS

Assistance dogs are welcome at The Open. Please note there is no dog spending area available at The 151st Open. Please ensure you bring formal identification for your dog on the day.

EMERGENCY EVACUATION PROCEDURES

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

In the case of a full course evacuation, G4S security guards will assist Marshals and direct spectators to the nearest Exit or Assembly Point. If you require assistance to safely evacuate the venue, please alert a Steward or Marshal.

We look forward to welcoming you to The 151st Open at Royal Liverpool. If you have any questions about this Accessibility Guide, please don't hesitate to call us on +44(0)1334 460010 or email us at [**accessibility@randa.org**](mailto:accessibility@randa.org).

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

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