ACCESSIBILITY GUIDE

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WELCOME

The 154th Open will be played at Royal Birkdale from 12-19 July 2026, marking the eleventh time that the Championship has been held there.

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.

Further information and assistance can be found on The Open Help Centre

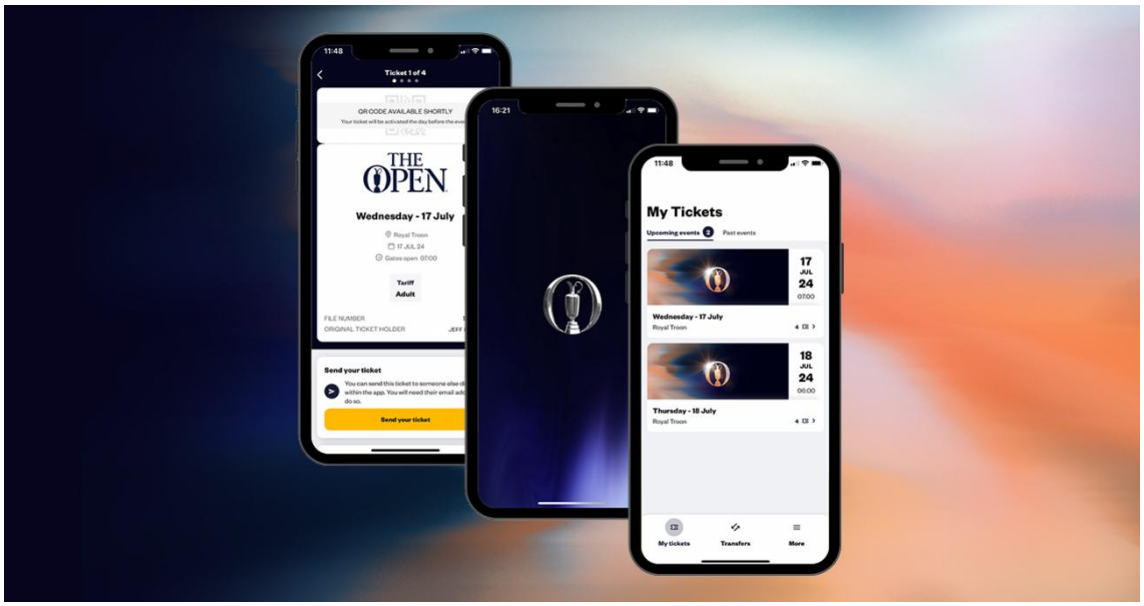
Fans who use British Sign Language (BSL), can contact The Open Customer Service team by using SignVideo BSL Interpreter service. Our opening hours are Monday to Friday, 9am to 5pm UK Time.

For more information visit The Open website.

TICKET INFORMATION

Tickets for The 154th Open will be digital. These will be accessed through The Open Tickets App 4-5 weeks prior to the event. More information is available on our Digital Tickets page or The Open Help Centre.

Further information regarding Ticketing at The Open can be found at: https://www.theopen.com/tickets-and-hospitality/tickets.



COURSE RE-ADMISSION

All attendees will be able to leave the venue and return on the same day if desired. **When exiting the course, all attendees wishing to re-enter the venue later that day, must ensure that they collect a wristband when leaving the venue.** If you are unable to display a valid wristband and your digital ticket on The Open Tickets App upon return to the venue, you will not be permitted re-entry to the event.

CARER TICKETS

Ticket Ballot applicants who require a carer to assist them were entitled to request one free carer ticket to the Championship as part of their Ticket Ballot application.

One Club members who purchase tickets from the Ticket Resale Platform are entitled to request the addition of a free Carer ticket. Please note that the addition of Carer tickets is subject to availability and eligibility. 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, Adult Disability 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.
- A Nimbus Access Card with the +1 symbol, a National Disabled Identification Card or 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 to process a free carer ticket. Please note that tickets are subject to availability.

- If you have General Admission tickets, please email accessibility@randa.org .
- If you have Ticket Plus or a Hospitality experience, please email experiences@theopen.com.
- If you have booked a Destination Package and require a Carer ticket, please email customerservices@theopenexperiences.com.

GETTING THERE & TRAVEL INFORMATION

TRAVEL OPTIONS

Full directions and travel information is available on our dedicated Getting There page, here. The Getting There page will be updated as information is confirmed.

ACCESSIBLE PARKING

The deadline for booking Accessible Car Parking passed on Friday 3 July at 5 PM. Drivers who have not pre-booked Accessible Car Parking should follow signs to the P14 car park and show the parking attendants their blue badge. The parking attendants will direct them to an area near the front of the car park, closest to the shuttle bus stop. Park & Ride busses have step-free entry and space for wheelchairs and mobility scooters. If you have any specific questions please check the Accessibility Guide for The 154th Open and our Help Centre, or contact us at accessibility@randa.org.

PARK & RIDE PARKING

There is no public car parking at Royal Birkdale 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 a mixture of grass and hard standing 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. Please see the “Accessible Parking” section for details of how to apply for pre-booked accessible parking.

Spectators choosing to travel to the Championship 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.

TICKET OFFICE

There will be Ticket Office staff located at all of the public entrances for The Open.

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

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

ENTRANCES AND SECURITY CHECKS

On arrival at the venue, please proceed to the Entrance Tent 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.

Please note that lawn chairs, folding chairs, tripods and other similar seating items are prohibited at The Open.

Single stem shooting sticks and rollator walking frames (with and without seats) are permitted at The Open.

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

The Accessibility Hub is located in Spectator Village 4, adjacent to the Main Spectator Entrance.

Accessibility Stewards are identifiable by their orange bibs and are trained to assist with accessibility queries. Included in the Accessibility Hub area is a sensory zone, which provides a quiet space for fans with autism and sensory processing disorders to relax and find calm if the noise and excitement around The Open becomes too overwhelming. Please speak to an Accessibility Steward if you require access to this facility.

The left luggage facility / lost property is located at the main entrance in Spectator Village 4, left of the Accessibility Hub. The Sunscreen Tent is located in Spectator Village 1. The Accessibility Hub, Spectator Village 4 (approximately 365.79 yds, 334.47m from the Accessible Viewing on the 18th Grandstand). The Practice Ground is adjacent to the Accessible Viewing Platform on the Practice Ground Grandstand. Right of 18 at Hillside golf club driving range. The Practice Putting Green is located to the left of the 18th green and left of the clubhouse.

An accessible buggy shuttle will be available to assist spectators with limited mobility to access key areas of the venue. Due to the rough and undulating links terrain, the shuttle cannot operate everywhere around the course and so will run on a continuous loop-between set locations. The shuttle stops are clearly marked with signage and seating is available adjacent to each stop. Accessibility Stewards will be available to assist with information on expected shuttle timings. The accessible buggy route stops as follows below:

- **Main entrance (K/1):** Accessible drop-off point located at Village Four, adjacent to the main entrance.

- **Accessibility Hub:** located at Village Four, adjacent to the main entrance.
- **Clubhouse – (easy walking route to practice ground):** Situated to the right of the clubhouse and to the right of the practice green.
- **Main Spectator Village:** located to the right of the mobile catering unit (HH).
- **18th Grandstand Accessible Viewing Platform:** Positioned behind the right of the 18th hole, outside the main viewing platform.
- **Green 1 Accessible platform (roped line):** Located adjacent to the grandstand at the first hole.

Please note that the accessibility shuttle may experience higher demand during peak times, and waiting times may therefore be longer than usual.

Mobility Scooters & Wheelchairs

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 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.

Power sockets for charging electric wheelchairs and mobility scooters are available at the Accessibility Hub in the Main Spectator Village.

Any personal equipment in this area is left at the owner's risk.

MEDICAL ASSISTANCE

A Medical Centre will be available and visibly signposted. There will also be a number of First Aid Points around the course. These facilities are all identifiable by a green flag displaying a white cross.

The Medical Centre is open from when the gates to Royal Birkdale open before the first game tees off until 30 minutes after the last game is finished. Gate opening times are available here

Please remember to be well prepared for a day out in both the sun and the rain. Ensure you have suitable walking footwear and appropriate clothing for all kinds of weather. Take plenty of sunscreen with you and wear a hat when necessary. Free sunscreen is available in the Main Spectator Village.

To ensure you stay safe and enjoy the golf, also remember any tablets or medicine that you may require, including antihistamines or painkillers for hay fever or other ailments and plasters for cuts and scrapes. The Medical Centre is unable to store personal medicines on behalf of spectators so please keep these with you at all times.

If you have any enquiries, please email accessibility@theopen.com.

ASSISTANCE DOGS

Assistance dogs are welcome at The Open. You may wish to bring your Assistance Dog's (UK) Book or an equivalent international organisation identification document for your dog and handler.

TOILET FACILITIES

Accessible toilets are available at multiple locations around the course, and a Changing Places toilet can be found at the Accessibility Hub in Spectator Village 4 along with an accessible toilets located at Spectator Village 1B, Spectator Village 4, Spectator Village 2, Spectator Village 5, Spectator Village 1A, Dunes House, links Pavillion Spectator Village 3, Links, 18th Green Grandstand and available behind the right of 18th Grandstand. All Locations of toilet facilities are shown on the spectator map Accessibility Map.pdf.

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.

PARENT ROOM

A **Parent Room** is available adjacent to **Left Luggage**, next to the **Accessibility Hub** in **Spectator Village 4**. This facility is shared with the **Multi-Faith Room** and includes a refrigerator for the storage of expressed breast milk.

If you wish to use the refrigerator, we recommend bringing a **clearly labelled, lockable storage container**. Please note that all items are stored **at the owner's risk**.

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 or very dry 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.

Accessible viewing platforms are available, and these locations are shown on the spectator map. Please note that accessible viewing platforms will be available at the 18th Green and the Practice Ground. In addition, designated accessible viewing areas will be provided at the 14th Tee, 1st Green, and 4th Green, which will be clearly identified by roped-off viewing areas.Seating will be provided for accompanying carers; however, this may be restricted to one accompanying carer per person 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 OPEN EXPERIENCES

The Open Experiences areas at The Open are wheelchair accessible with ramps provided into single-tiered structures and lifts, ramps or stair climbers for access to multi-tiered structures.

The Open Experiences Ticket Plus and Hospitality Experience guests with additional accessibility requirements are advised to email experiences@theopen.com or telephone +44 (0)1334 460090 for further details of the accessible facilities available for each specific package.

CASHLESS EVENT

The Open operates as a cashless venue. Debit / credit cards and contactless payments are accepted.

THE MASTERCARD CLUB SESSION

The Mastercard Club is located in the Spectator Village 1. Spectators must have or be with someone who has a Mastercard to enter the facility. Inside guests can relax, watch golf, and explore the benefits of One Club Advantage including interviews with top players, and experience activations throughout the club.

The ground floor portion of the club is fully accessible via a ramp onto the patio where there is seating for spectators and the inside ground floor has a bar, a Fantasy Activation and further seating.

The Sessions Stage and two Golf Activation areas are located on the first floor and are only accessible by stairs in the interior and exterior of the structure (there is no lift access). However, all of the sessions will be live streamed onto the smaller screen in the Spectator Village 1 for all spectators to watch from Sunday to Sunday of Championship week.

The full schedule of sessions will be available on The Open app.

FOOD AND BEVERAGE FACILITIES

Catering facilities are available in multiple locations around the course. These are shown on the spectator map Accessibility Map.pdf.

The catering area in the Main Spectator Village will have ramped access and lowered counters at each of the catering outlets. All on-course catering facilities are provided by mobile catering units at ground level. Please ask a member of staff if you require assistance to access the counter.

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.

All outdoor seating areas are on grass terrain. Wheelchair accessible picnic benches are available in the Main Spectator Village seating area and are located next to the Accessibility Hub (Village 4).

THE SHOP

The Shop will be located in the Main Spectator Village, which is on flat grass terrain.
The flooring within The 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.

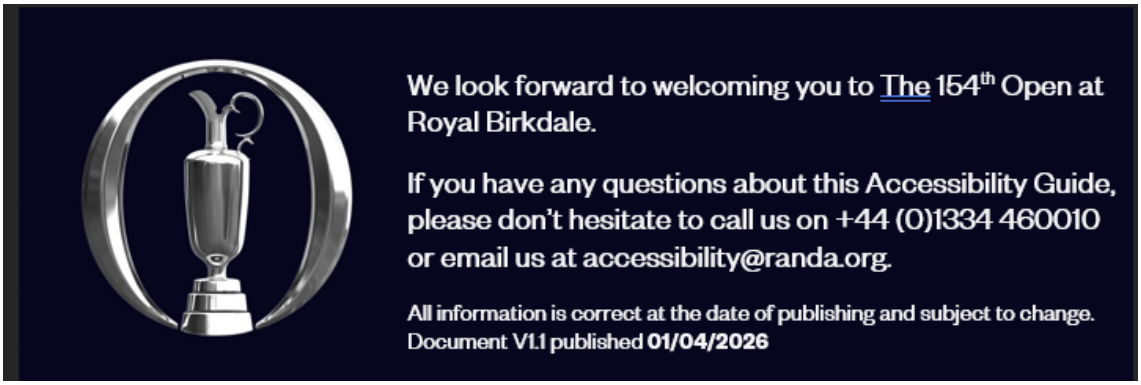
Complimentary shopping storage and onward shipping with UPS is available at the exit to The Shop.

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

EMERGENCY EVACUATION PROCEDURE

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

In the case of a full course evacuation, 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.



COURSE MAP

Please see the accessibility map below:

Accessibility Map.pdf