



ACCESSIBILITY GUIDE

www.theopen.com/tickets-and-hospitality/tickets/accessibility-guide

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

Welcome

For the first time since 2016, when Henrik Stenson prevailed in a stunning duel with Phil Mickelson, The Open returns to Royal Troon for the 152nd 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 152nd Open will be digital. These will be accessible through The Open Tickets App. More information will be made available closer to the Championship.

Further 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

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

Accessible Parking

A pre-booked accessible car park is available for Accessible Parking Permit holders, subject to availability. More information on the location will be added here in due 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.

Ticket Office

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

The area around each of the Ticket Offices will be either hard-standing or mostly flat grass terrain.

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 Spectator Village. More information on the exact location will be advised in due course. Accessibility Stewards are identifiable by their orange bibs and are trained to assist with accessibility queries.

There is a Quiet Zone available at The 152nd Open. More information on the exact location will be advised in due course. Please speak to an Accessibility Steward if you require access to the Quiet Zone.

Toilet Facilities

Accessible toilets are available at multiple location around the course and a Changing Places toilet is located in the main Spectator Village. Locations of all toilet facilities are shown on the spectator map, which will be published in June 2024. 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.

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, which will be published in June 2024.

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 some of the on-course catering areas. 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.

Hospitality guests with additional accessibility requirements are advised to email [**hospitality@theopen.com**](mailto: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 multiple locations around the course. These locations will be shown on the spectator map, which will be published in June 2024. 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 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 and a dog spending area is available adjacent to the Accessibility Zone in the Spectator Village. 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 152nd Open at Royal Troon. 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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