



152ND OPEN ACCESSIBILITY GUIDE

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

Telephone: +44 (0)1334 460010

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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.

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.

If you are unable to find the information you are looking for, please contact our Customer Service 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.

If you plan to purchase tickets via our Ticket Resale Platform and require a carer ticket, please email accessibility@randa.org and a member of the Customer Service team will respond to you.

Tickets are sold subject to availability.

Tickets for The 152nd Open will be digital. These will be accessed through The Open Tickets App.

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, 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 or other official documentation that a person might have in 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.

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 mostly flat grass terrain.

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

Spectator Course Map

A spectator course map can be found on our [spectator guide page](#).

Getting There

Full directions and travel information are available on the dedicated [travel page](#).

If you plan to travel by Train, please visit [Scotrail](#) to view their Accessible Travel page.

Accessible Parking

The deadline for pre-booked accessible parking has now passed.

If you require accessible parking at The Open, please follow the black and yellow AA signs to “The Open Park & Ride” and present your Blue Badge (or other Accessible Parking Permit) to the car park marshals on arrival. The car park marshals will either issue you with a parking pass for the on-site accessible car park (subject to availability) or direct you to a parking space close to the bus stop in the Park & Ride car park.

All Park & Ride buses are wheelchair and mobility scooter-friendly, subject to the above restrictions on dimensions.

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 event:

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 a mobility device 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, 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.

Power sockets for charging electric wheelchairs and mobility scooters are available at the Accessibility Hub in Spectator Village 2.

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.

Assistance Dogs

Assistance dogs are welcome at The Open and a dog spending area is available adjacent to the Accessibility Hub in Spectator Village 2. You may wish to bring your Assistance Dogs (UK) Book or an equivalent international organization identification document for your dog and handler.

Accessibility Assistance at The Open

The Accessibility Hub is located in Spectator Village 2, which is adjacent to the Practice Ground. Accessibility Stewards are identifiable by their orange bibs and are trained to assist with accessibility queries.

There is a sensory unit available at The 152nd Open to provide a safe, calming environment away from the busy atmosphere of The Open. This will be located in Spectator Village 2, which is adjacent to the Practice Ground. Please speak to an Accessibility Steward if you require access to the sensory unit.

Accessible Shuttle

There is an accessible shuttle buggy service running from the Accessibility Hub in the secondary Spectator Village, adjacent to the practice ground. The buggy will stop at dedicated points at the main Spectator Village, The SwingZone and near to the accessible viewing platform at the 14th Tee. The accessible shuttle buggy stops are shown on the accessible maps available at the Accessibility Information Hub.

Toilet Facilities

Accessible toilets are available close to all public catering areas around the course and underneath each side of the 18th Grandstand. A Changing Places toilet is located in the

Accessibility Hub in Spectator Village 2, which is adjacent to the Practice Ground. Accessible toilets are also available at each Park & Ride car park and the Coach Park. Locations of all on-course 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.

Food & Beverage Facilities

Catering facilities are available in several areas around the course, with the main facilities located in Spectator Village 1. The locations of all catering facilities are shown on the spectator map.

All on-course catering facilities are provided in mobile catering units at ground level. Please ask a member of staff if you require assistance accessing the counter.

All outdoor seating areas are on grass terrain. Wheelchair accessible picnic benches are available in all three Spectator Village 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 all catering areas. Please ask a member of staff for assistance if required.

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 Pavilion for invited guests to 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.

Cashless Event

The Open operates as a cashless venue, we only accept debit and credit cards.

The Shop

The Shop will be located within the 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 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 Information point in the Spectator Village.

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.

Accessible viewing platforms will be available at the Practice Ground, 14th Tee, 16th Green and 18th Green (right hand side). These locations are shown on the spectator map. 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. Sunflower lanyards are available to collect from the Accessibility Information point in Spectator Village 2, which is adjacent to the Practice Ground.

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

- Practice Ground Grandstand – Accessibility Hub in Spectator Village 2 (approx. 220m)
- 14th Tee Grandstand – Spectator Village 3 between 12th and 13th holes (approx. 160m)
- 16th Green Grandstand – Accessibility Hub in Spectator Village 2 (approx. 330m)

- 18th Green Grandstand (right hand side) – underneath the grandstand

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, security staff 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.

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

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