



ROYAL
RANDWICK



THE
EVEREST

TAB



AUSTRALIAN TURF CLUB

ROYAL RANDWICK RACECOURSE

VISUAL STORY

Image: Jockeys racing horses at Royal Randwick Racecourse

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WHAT IS A VISUAL STORY?

- Visual stories help me to become more familiar with a place or event and know what to expect before I attend.
- Being prepared and knowing what to expect can help to reduce my anxiety and stress.
- Visual stories are written for people of all ages and abilities. They are presented in an easy read format and use pictures to provide greater accessibility for everyone.
- This Visual Story has been developed in collaboration with Autism Spectrum Australia.
- I can find out more about Autism Spectrum Australia on their website: <https://www.autismspectrum.org.au/>



AUSTRALIAN TURF CLUB

The Australian Turf Club (ATC) operates five venues Sydney:

- Royal Randwick Racecourse
- Rosehill Gardens Racecourse
- Warwick Farm Racecourse
- Canterbury Park Racecourse
- Rosehill Bowling Club

Highlights include the world-class six-week Sydney Autumn Racing Carnival, and the prestigious nine-week Sydney Everest Carnival held each Spring, headlined by The Everest, the world's richest race on turf.

In addition to race days, the Australian Turf Club is host to hundreds of business and social events each year.

This visual story focuses on a visit to Royal Randwick.

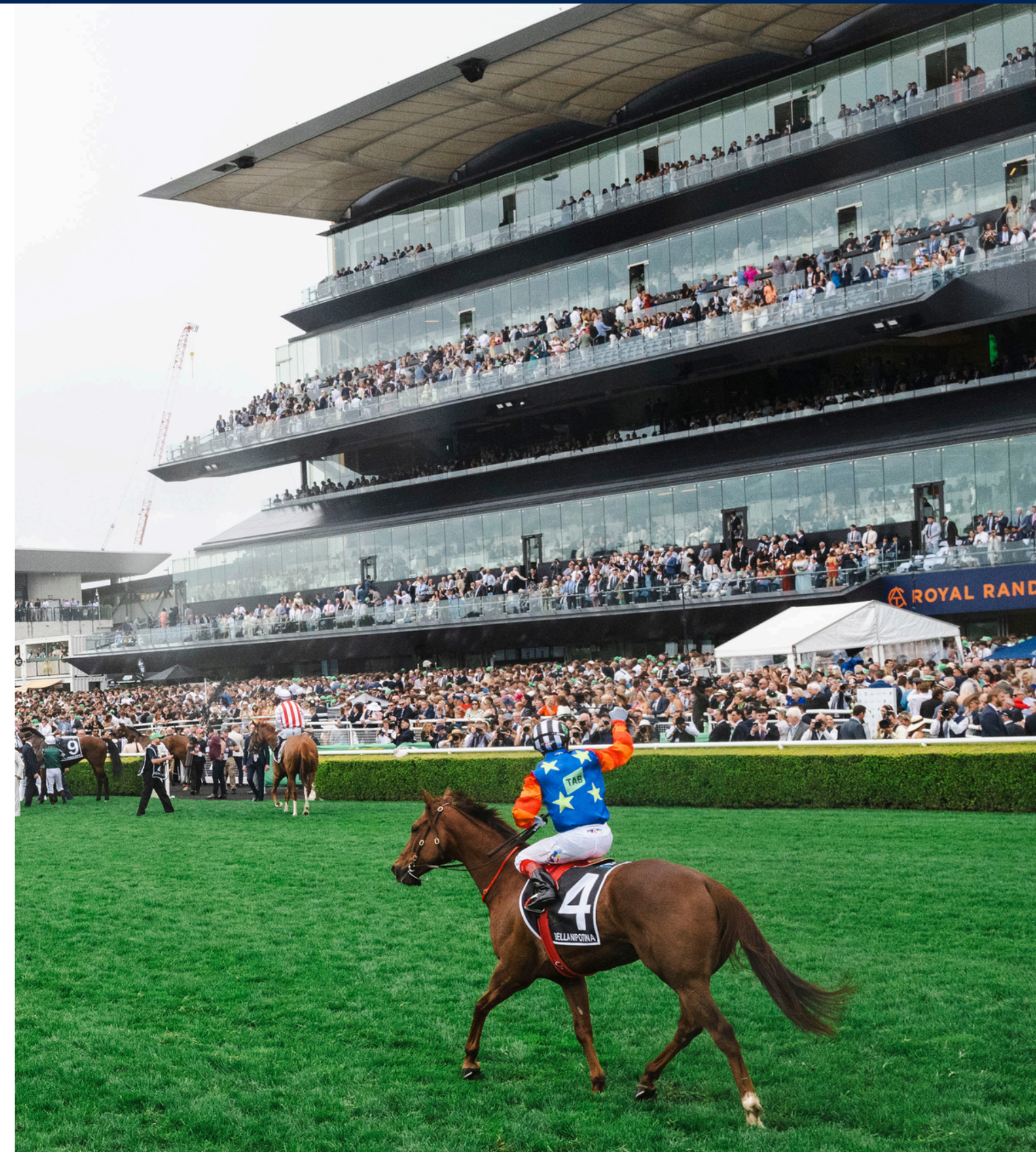


Image of winning horse and jockey waving at the crowd

PLANNING A VISIT

I can click on this link to visit the Australian Turf Club website:

[AUSTRALIAN TURF CLUB WEBSITE](#)

I can see a map of Royal Randwick by visiting this link:

[RACECOURSE MAPS](#)

I can see what days the races are on by visiting this link:

[RACEDAY CALENDAR](#)

Race days held during the week are quieter with a smaller crowd compared to Saturday and Carnival Race days which can be very busy and crowded.



Image of guests celebrating at the races

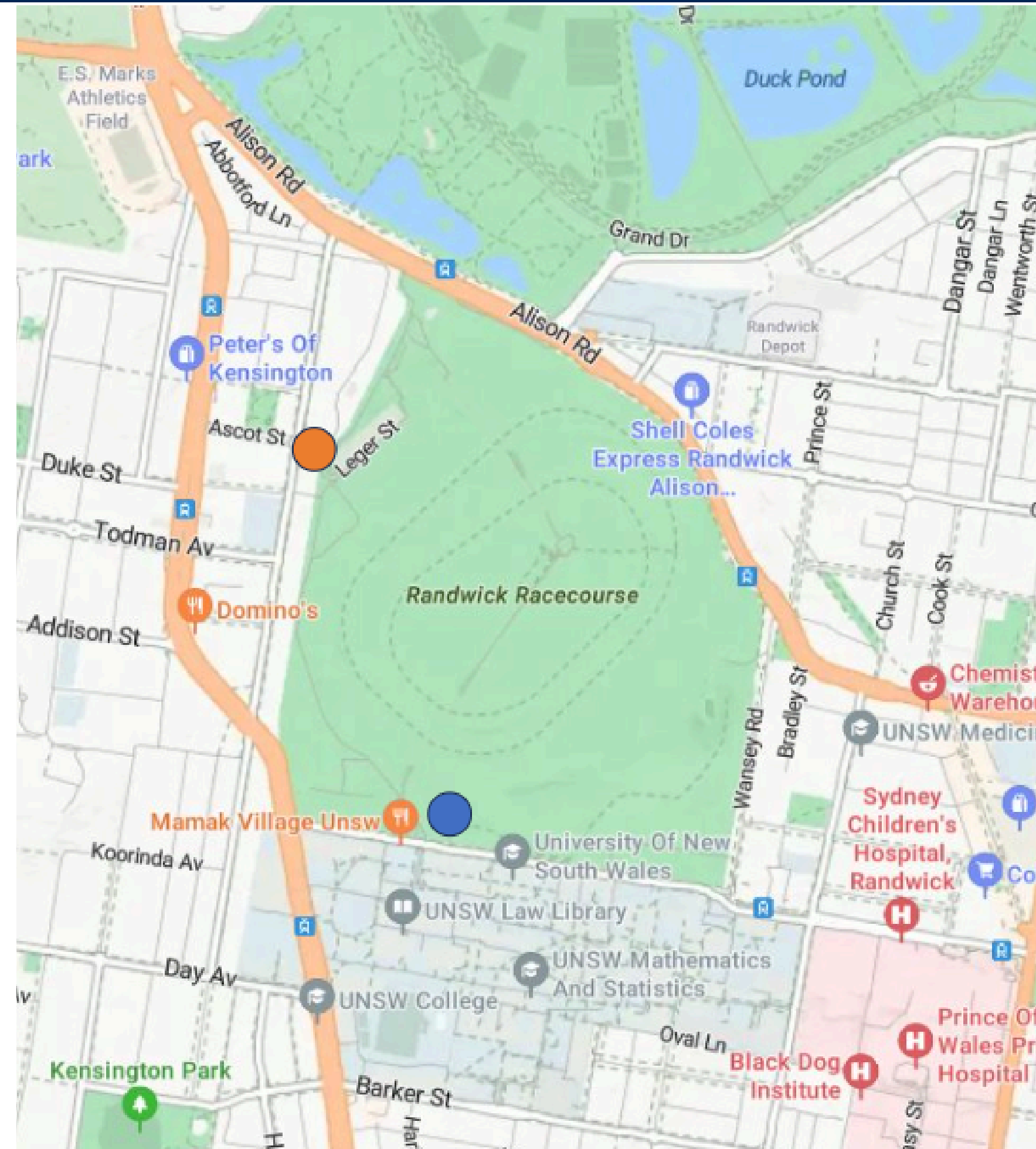
GETTING HERE

Royal Randwick Racecourse is located on Alison Road Randwick.

DRIVING

If you are attending for a race day you can park in the infield carpark on High Street (shown here in a blue circle). ●

If you are attending an event that is not on a race day you can park in the Multi-level carpark which is nearest to the Ascot Street entry (shown here in an orange circle). ●



Map of Royal Randwick Racecourse and surrounding streets

GETTING HERE

PUBLIC TRANSPORT

I can plan my trip on the Transport NSW website:

[TRANSPORT NSW TRIP PLANNER](#)

- L** I can catch the L2- Circular Quay/Central and alight at the Royal Randwick stop.
- B** There are many buses that can get you here including the bus routes 339, 373, 374, 376 and 377.
- T** The closest train station is Central. You can catch a bus or light rail to complete your journey.

On Carnival days your ticket includes travel on public transport. Simply show your ticket or ATC Membership card to transport staff when tickets are required.



Image of the light rail at Royal Randwick with our campaign wrap

BOOKING TICKETS

For race days I can book my tickets via the Ticketmaster website:

HORSE RACING TICKETS

For specific accessible seating & ticketing please contact the Australian Turf Club :

Phone: 1300 729 6688

Email: info@australianturfclub.com.au

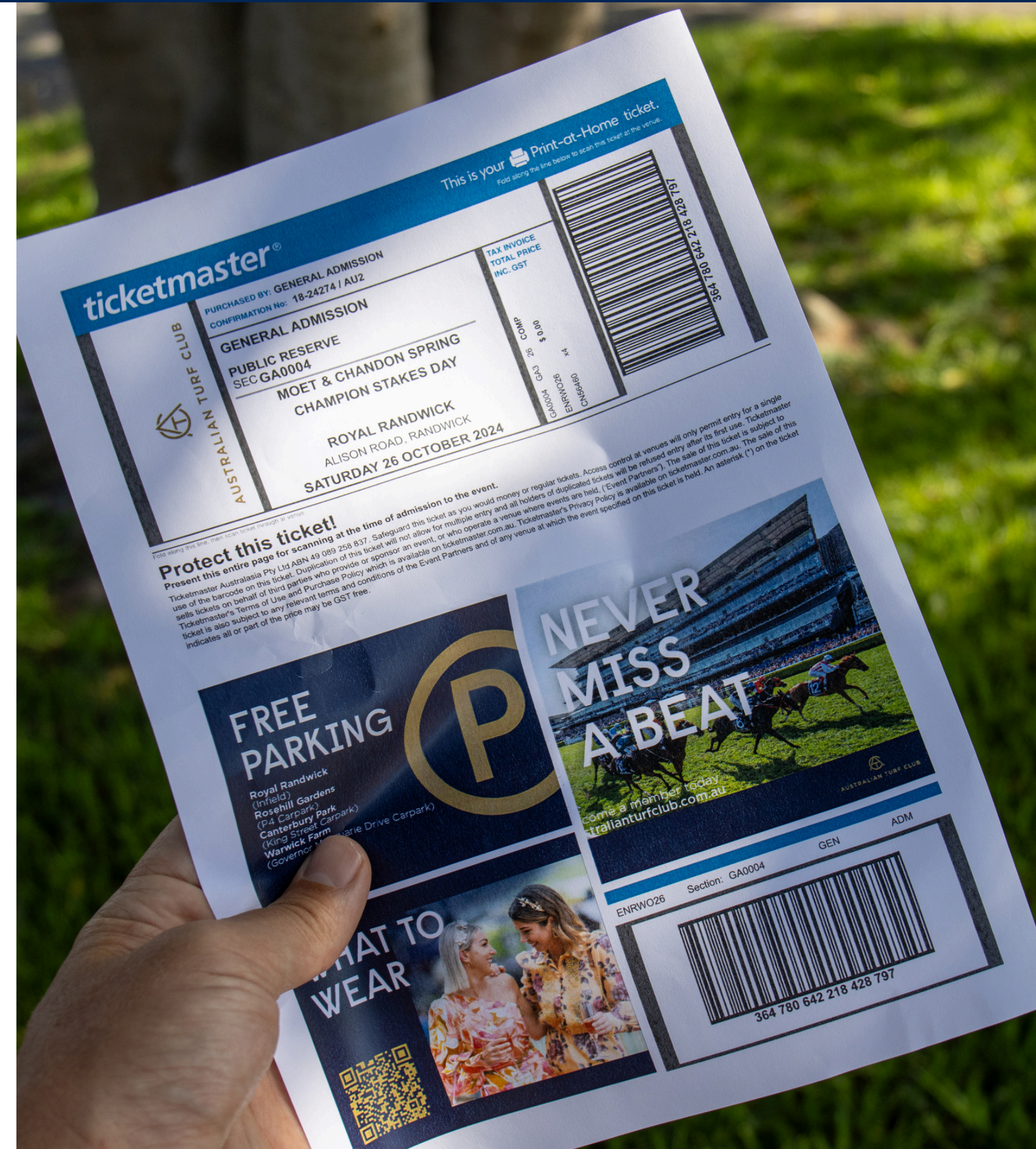


Image of a General Public ticket to Royal Randwick

ENTERING THE VENUE

ON A RACEDAY

ATC Members: If you are an ATC member or a guest of a member you can enter via Gate (A)

General Public: If you are not an ATC member you can enter via Gate (B & D)

On some race days the Members gates will open 15 minutes earlier than the public gates.

Gate times are found on the ATC website. Just select the race day you are attending on this link:

[RACEDAY CALENDAR](#)



Image of a General Public gate at Royal Randwick

SITE MAP



ACCESSIBILITY

Wheelchair Access:	All grandstands have wheelchair access and viewing areas
Accessible Toilets:	All grandstand levels have accessible toilets
Hidden Disability Lanyard:	I can collect one at a concierge desk
Quiet Areas:	Located in the Horse Stalls and The Playground
Members Areas:	Some areas are restricted to ATC Members only.Different dress codes apply in these spaces.
Hearing Loop:	Located on all floors of the grandstands
Buggy:	I can catch the buggy to the infield carpark
Trained Staff:	Staff have been trained to assist patrons who might need help

SENSORY EXPERIENCES

When visiting on a race day I might experience:

- Crowds, queuing & people very close to me
- Loud noises including cheering and singing
- Announcements through speakers
- DJ's & loud music including concerts
- Smell of horses
- Smells from food outlets & bars
- Wristbands are worn in some areas

If I want, I can visit the quiet areas marked on the map with this symbol



Image of guests cheering on the horses

WHAT TO BRING

What I might like to bring:

- ID Card: I might be asked to show I am over 18 to purchase alcohol or to place a bet
- Bank/Credit Card: All Food and Beverage outlets are cashless
- Sensory Aides: I can bring sensory tools like headphones & fidgets
- Hat, sunglasses & sunscreen
- I can bring an umbrella, poncho or a raincoat
- Any prescribed medication I might need
- A phone with key contacts saved
- A Hidden Disability Lanyard or I can collect one from the concierge
- Binoculars if I want to be able to see the horses from a distance



Image of a Hidden disabilities lanyard

WHAT NOT TO BRING

- I can only bring an animal if it is a companion animal or a guide dog. Other animals are not allowed for the safety of the animals and guests.
- I cannot bring my own food. This is for food safety and allergy awareness. If I have concerns about what I can eat I can contact the ATC before my visit and I will be able to ask to see a menu.



CONDITIONS OF ENTRY

- There are rules about what I can and cannot wear. I can make sure I am dressed correctly by checking the details at this link: [WHAT TO WEAR](#)
- I cannot touch or feed the horses for safety reasons
- I cannot go on the track as it is not safe
- I will not bring my own animals unless it is a registered companion animal or guide dog
- Smoking & vaping is only allowed in allocated areas
- I am not allowed to drink or wager if I am under 18
- For more information I can read the details at this link: [CONDITIONS OF ENTRY](#)



Image of patrons enjoying a day at the races

WHO CAN I ASK FOR HELP?

- I can speak to any staff wearing an ATC name badge to ask for help.
- There are customer service staff located in each grandstand and entrance gate.
- There are also staff located at the concierge desks located on the ground floor of both ends of the Queen Elizabeth II Grandstand.
- I can also look for staff wearing the Hidden Disability Sunflower badge.



Image of Customer service staff I can ask for help

QUIET ROOM

- The Quiet Room is available on the ground floor of the Officials Stand.
- This space is intended for individuals seeking a calm, quiet, safe space for people to regulate and feel comfortable to be themselves.
- The Playground is also available for anyone seeking a quiet space that is in the natural environment.
- Quiet spaces can be identified by looking for the Hidden Disability Logo



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FOOD AND BEVERAGE

- The ATC caters to all dietary requirements and religious beliefs
- Food is available from cafés, snack outlets & food trucks
- If I have concerns about what I can eat I can contact the ATC before my visit.
- I can reserve a table in a restaurant
- I am not allowed to bring my own food
- I must be 18 to buy alcohol
- All food and beverage outlets are card only payments



Image of a sample of food available

WHERE TO WATCH THE HORSES

- To see where I can view the horses I can click this link: [WHERE TO WATCH THE HORSES AT ROYAL RANDWICK](#)
- I can buy a race book to see what times the horses are racing or I can download a copy here: [RACING INFORMATION](#)



Image of guests viewing a horse warming up

LEAVING

- I do not have to wait for the last race. I can leave any time I want to
- After the last race, the food and bar outlets will close
- During Autumn & Spring Carnival there might be concerts after the last race
- I can leave via the same gate I came in
- I can use my ticket for free public transport
- Or I can go to the taxi rank or order an Uber
- The carparks and taxi ranks will be very busy at the end of a race day
- If I am unsure where to go I can ask a member of staff



Image of Members leaving the racecourse

THANK YOU

If I have any questions or feedback I can contact
Australian Turf Club:

Phone: 1300 729 6688

Email: info@australianturfclub.com.au



Image of Royal Randwick Racecourse