



ACCESSIBILITY GUIDE

Telephone: +44 (0)1334 460010

(SignVideo available – see 'AIG Women's Open' within [SignVideo directory](#))

Email: accessibility@randa.org



WELCOME

In August 2024, the AIG Women's Open heads to the Home of Golf, where the world's best players will take on the famous Old Course.

The AIG Women's Open aims to provide an enjoyable spectator experience for all individuals. If you have any queries or require any specific assistance, please phone our Customer Service team on +44 (0)1334 460010 or email accessibility@randa.org. Our opening hours are Monday to Friday, 9am to 5pm.

Fans who use British Sign Language (BSL) can contact the AIG Women's Open Customer Service team by using our SignVideo BSL Interpreter service found on the Contact Us page [here](#).

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 Service Team on the telephone number, SignVideo link or email address above.



TICKETING POLICY

The R&A enjoys welcoming all spectators to its events and to help persons with accessibility needs to attend and enjoy The AIG Women's Open, the following ticketing policies are in place:

1. Ticket holders who require a carer to assist them are entitled to receive one free carer ticket to the event. This complimentary carer ticket can only be ordered following the purchase of the ticket.
2. Spectators who hold an Accessible Parking Permit and require car parking at the event will be allocated a free car parking place, on the production of a valid permit.

Both of the above are subject to availability.

'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 AIG Women's 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 the Employment & Support Allowance or Attendance Allowance. War Pensioners' Mobility Supplement or War Disablement Pension for 80% or more disability.

...TICKETING POLICY

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 also 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 AIG Women's Open Ticket Office to process any complimentary carer tickets.

All requests should be sent through to accessibility@randa.org.

GETTING THERE

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

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

Accessible Parking - all parking is complimentary at this event and will be a short distance from the main public entrance. Please present your Blue Badge on arrival, one of our attendants will direct you to the area reserved for Accessible Parking.

ACCESSIBILITY INFORMATION HUB

For the second year running, an Accessibility Information Hub will be located in the Festival Village. This is a dedicated unit staffed by Accessibility ambassadors who provide advice direct to spectators with disabilities.

You can find the Accessibility Hub within the Spectator Hub in the Festival Village, a short distance from the main entrance.



TICKET OFFICE

There will be a Ticket Office located at all of the main public entrances to the AIG Women's Open.

The route up to the Ticket Office will consist of fairly-level grass terrain.

The Ticket Office will have a lowered window for wheelchair users.

There will also be Audio Induction Loops for spectators who have hearing aids and would like to amplify the sound of the Ticket Office staff during their enquiry at the Ticket Office.

ENTRANCE TENT & SECURITY CHECK

Once you arrive at the venue please proceed to the Entry Gates where your tickets will be scanned and a security check will take place.

This security check will include a bag check and a body search to check for prohibited items.

Metal barriers lead you to the security check points. The security check points have natural lighting.

The terrain leading to the Entrance Tent will be flat grassed areas. The Entrance Tent is a hard-floored structure with ramped access and natural lighting.

FACILITIES

TOILETS & CHANGING FACILITIES

Toilet and accessible facilities will be available at various points around the course which will include Ladies, Gents, Gender Neutral and Accessible units. Each accessible toilet contains a toilet and sink to allow complete privacy. These are located at:

- Right of 1st fairway
- Public entrance Gate 11B
- Right of 14th fairway
- 11th Green
- Festival Village

A PAMIS facility will be available onsite **within the Festival Village**, a specially designed facility for people who need more space and more support than is provided in a standard accessible toilet.

For help finding the nearest Changing Places toilet facility as part of your travel plans to the AIG Women's Open, please use the map finder on the Changing Place website here: <https://www.changing-places.org/find>

...FACILITIES

MOBILITY SCOOTERS & WHEELCHAIRS

Event Mobility is located 50m the left of the main entrance (Gate 15) and will be providing electric mobility scooters and manual wheelchairs at this event for the use of mobility impaired, disabled and elderly visitors. To reserve an electric mobility scooter or manual wheelchair please book online at www.eventmobility.org.uk/book-your-scooter

Online bookings must be made at least 2 days before the event.

Bookings cannot be taken during the event. If there is spare equipment available at the event it is offered on a first come, first served basis only.

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.

For spectators whose applications are successful, please note that liability of using mobility scooters will remain with the user and this should be considered when accessing areas of the golf course. 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 scooter is considered as a risk to the user and/or other spectators. Such times may be in severe adverse weather/ground conditions or possibly if the specification of the scooter presents an increased risk. It is not a requirement, but we recommend that you have 3rd Party Insurance in the event of damage liability to either a pedestrian or property.

FOOD & BEVERAGE

Catering facilities will be available at the course, with the main facilities located in the Festival Village which will be near the main public entrance. The locations of all other catering facilities will shown on the spectator map.

The Festival Village has seating area on grass terrain.

The 2024 AIG Women's Open food and beverage offerings will be from mobile food units. These units will have the capacity to cater for wheelchair users. Please ask a member of staff if you require assistance accessing the counter.

HOSPITALITY AREAS

Hospitality guests with additional accessibility requirements are advised to email Experiences@AIGwomensopen.com or telephone +44(0)1334 460090 for further details of the accessible facilities available for each specific package.

ACCESSIBLE 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.

Wheelchair accessible viewing areas will be available at:

- Right of the 1st fairway
- Behind the 18th green
- Behind the 9th green

Access will be on a first come first served basis and also be available to accompanying carers (max of one) who will be provided with seating. These wheelchair viewing areas can become congested especially on championship days but we aim to accommodate as best we can. Please ask a grandstand marshal for assistance with seating, if required.

INFORMATION FOR VISUALLY IMPAIRED SPECTATORS & ASSISTANCE DOGS

Assistance dogs are welcome at the AIG Women's Open.

You may wish to bring your Assistance Dogs (UK) Book or an equivalent international organization identification document for your dog and handler.

THE AIG WOMEN'S OPEN SHOP

The AIG Women's Open Shop will be located within the Festival Village.

The flooring within The Shop is vinyl and the area is well lit. On entry to The Shop there will be both step and ramp access while 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 the self-serve till points along with a traditional till with a customer service representative present.

Wheelchair accessible fitting rooms are available in The Shop.

EMERGENCY EVACUATION PROCEDURES

In the case of an emergency evacuation, all visitors to the AIG Women's Open will be led to localised Rendezvous Points around the course which you will be directed to by a Steward or Marshal.

In the case of a Full Course Evacuation, Security Scotland security guards will assist Marshals and direct you to the nearest Entry/Exit or Assembly Point Area.

FESTIVAL VILLAGE ACTIVITIES

More information on the Sessions Stage and full range of activities in the Festival Village will be made available in due course.

Located in the heart of the Festival Village, The Sessions Stage will host a diverse programme of entertainment daily from Thursday to Sunday.

AIG WOMEN'S OPEN

— ST ANDREWS 2024 —

ACCESSIBILITY MAP

LEGEND

- PLAYER & CADDIE SUPPORT / ACCREDITATION COLLECTION
- AIGWO CLUBHOUSE
- PLAYER GYM
- MEDIA CENTRE
- CHAMPIONSHIP OFFICE
- SCORING HQ
- MARSHALS ADMIN
- RULES OFFICE
- LET & UP GA OFFICES
- AIG PAVILION
- THE CHAMPIONS CLUB
- MACC
- EVENT MOBILITY
- VIP PICK-UP & DROP-OFF
- AIG COACH PICK-UP & DROP-OFF
- TAXI PICK-UP & DROP-OFF
- GOLFLINK SHUTTLE TO LEUCHARS TRAIN STATION
- SPECTATOR ENTRY / EXIT
- EXIT ONLY
- ACCREDITED PERSONNEL ENTRY / EXIT
- FAIRWAY CROSSING (PEDESTRIANS ONLY)
- FAIRWAY CROSSING (BUGGIES ONLY)
- FAIRWAY CROSSING (SHARED)
- AIG ON-COURSE HOSPITALITY
- AIG 1ST TEE VIEWING PLATFORM
- RUSACKS HOSPITALITY
- THE RIBLUCK HOSPITALITY
- LINKS CLUBHOUSE HOSPITALITY
- DIGITAL LEADERBOARD
- TV SCREEN
- FIRST AID
- GRANDSTAND
- COVERED SEATING
- SPECTATOR CATERING
- SPECTATOR BAR
- SPECTATOR WATER STATION
- CYCLE PARK
- LOST PROPERTY
- THE SHOP
- TREASURE HUNT STARTING POINT
- NATURE TOUR MEETING POINT
- ROPELINE
- BARRIER LINE

PLEASE NOTE: THE VENUE IS A LINKS GOLF COURSE WITH AREAS OF UNEVEN OR SLOPING GROUND AND A MIXTURE OF NATURAL (GRASS) AND MAN-MADE (TARMAC) SURFACES.

CROSSING POINTS ACROSS THE GOLF COURSE ARE IDENTIFIED ON THE MAP AND WILL REQUIRE SPECTATORS TO NEGOTIATE THE NATURAL LINKS TERRAIN.

ALL SURFACES WILL BE EXPOSED TO THE NATURAL ELEMENTS AND IT MAY BE NECESSARY TO DIVERT AND/OR CLOSE SPECTATOR ROUTES FOR THE PURPOSES OF PROTECTING SAFETY.

ACCESSIBILITY KEY

- ACCESSIBILITY INFORMATION HUB
- ACCESSIBLE TOILETS
- ACCESSIBLE VIEWING AREA
- RAMP ACCESS
- ACCESSIBLE VIEWING PLATFORM (SATURDAY CONCERT ONLY)

TERRAIN IS UNDULATING AND UNEVEN IN PLACES SO MAY BE UNSUITABLE FOR MOBILITY SCOOTERS

17TH HOLE SPECTATOR ROUTE. A LIMITED SECTION OF THE ROUTE HAS STEP ACCESS AT THIS POINT. PLEASE INFORM SECURITY WHO WILL ASSIST WITH AN ALTERNATIVE ROUTE AT THIS LOCATION IF REQUIRED

EVENT MOBILITY DISTANCE FROM EVENT MOBILITY TO MAIN ENTRANCE: APPROX 50M
TERRAIN: ALL GRASS

AUDIO INDUCTION LOOPS ARE AVAILABLE WHEN VISITING THE TICKET OFFICE

ACCESSIBLE PARKING DISTANCE FROM ACCESSIBLE PARKING TO MAIN ENTRANCE: APPROX 30M
TERRAIN: ALL GRASS

IF YOU HAVE ANY QUERIES OR REQUIRE ANY SPECIFIC ASSISTANCE, PLEASE VISIT THE ACCESSIBILITY HUB IN THE FESTIVAL VILLAGE.

FOR ANY QUESTIONS BEFORE YOU ARRIVE ONSITE, YOU CAN PHONE OUR CUSTOMER SERVICE TEAM ON +44 (0)1334 460010 (SIGNVIDEO ALSO AVAILABLE VIA OUR 'CONTACT US' PAGE) OR EMAIL ACCESSIBILITY@RADA.ORG

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THANK YOU.

If you have any questions on the above, please don't hesitate to call us on +44(0)1334 460010 or email us at accessibility@randa.org

We look forward to welcoming you to the AIG Women's Open at St Andrews.