



## OWNERS' RACEDAY EXPERIENCE ASSESSMENT

Racecourse:

Racecourse executive met:

ROA representative:

Date of visit:

Please complete this form and e-mail to Sarah Holton: [sholton@roa.co.uk](mailto:sholton@roa.co.uk) within 7 days of the visit date.

### Prize-money stats (to be completed by Sarah)

- Average racecourse spend per fixture £
- Position on league table
- Premier or Standard PM Agreement

### ASSESSMENT

#### a) Owner's arrival

1. Please comment on the location, size and exclusivity of the Owners' and Trainers' car park.

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2. Please provide the details of any assistance provided by the racecourse to owners arriving by public transport e.g. a taxi from the station?

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3. Please comment on the location, size and appearance of the Owners' and Trainers' entrance.

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4. How many badges (complimentary and discounted) does the racecourse provide to an owner with runners? Note any differences between sole owners and partnerships.

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5. What level of discount is offered on discounted badges to owners?

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**b) Food and Drink**

6. Is there adequate signage enabling owners to locate the Owners' and Trainers' Bar?

7. Please comment on the appearance, cleanliness and size of the Owners' and Trainers' Bar, including the provision of TVs, and whether card payments are accepted at the bar.

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8. Is the Owners' and Trainers' Bar exclusive to owners and trainers with a runner on the day, and policed to allow only the correct badge-holders?

9. Is a betting facility available in the Owners' and Trainers' Bar?

10. Is unlimited, complimentary tea and coffee available?

How is it served? (i.e. China, Paper, Plastic cups) .....

11. How do O&T bar prices compare with non-owner outlets on course?

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12. Please provide full details of the free food offering, if any.

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13. Is there an owners' restaurant or are tables for owners available in another restaurant which can be reserved until the afternoon following declaration? If so, what level of discount is offered to owners, and how are they made aware of it?

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**c) Racecourse Staff**

14. Is there a dedicated member of staff to look after owners' requirements and, if so, who is it and where are they based on the raceday? How owners are made aware of this individual and their role?

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15. Are all staff adequately trained and briefed by racecourse management as to the racecourse's policy regarding owners, and do they make the owner feel welcome and appreciated?

16. Does the racecourse management appear to be managing satisfactorily the consumption of alcohol by racegoers on the racecourse?

**d) Racing experience**

17. Is there a separate viewing area for owners and trainers in a premium position and, if so, where is it located?

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18. Is there a big screen at all meetings?

**e) Post-race**

19. Please comment on the type and standard of memento awarded to winning owners.

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20. Is a DVD and photograph given in all races to winning owners?

21. Please comment on the winning connections area – is it of an appropriate standard?

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22. How are placed connections treated - are they taken for a celebratory drink also? In a separate area? Do they receive a photo and/or DVD?

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**f) Misc.**

**23. Does the course make adequate provision for disabled owners?**

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**24. How is the racecourse responding to the 'Horse Comes First' campaign?**

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**25. What other provision does the racecourse make for equine welfare e.g. use of padded hurdles, on-site radiographic equipment, free transportation to local equine hospital?**

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**26. Is complimentary Wi-Fi available anywhere on course?**

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**27. Does the racecourse have a defibrillator available (other than in the ambulances)?**

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**28. Does the racecourse provide any guidance, or assistance, regarding departure from the racecourse?**

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**29. Did the racecourse go above and beyond your expectations in any respect not mentioned above?**

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## OVERALL ROA ASSESSMENT

On a scale of 1 to 5, what is your assessment of the following key areas –

**Owners' parking facilities, including in relation to proximity to the racecourse?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Owners' entrance and badge collection area?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Owners' badge allocation?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Location, policing, size and decor of the Owners' and Trainers' facility?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Standard of complementary food and drink?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Owners' exclusive viewing area?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Post-race treatment of winning owners?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Standard of winning owners' memento?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Post-race treatment of placed connections?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Racecourse attitude towards, and provision for, equine welfare?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**Racecourse attitude towards, and provision for, disabled owners?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**What is your overall assessment of the owners' raceday experience at the racecourse?**

1	2	3	4	5
Poor	Adequate	Good	Very Good	Exceptional

**In addition to your numerical assessment, please provide your brief overall view of the quality of the raceday experience for owners at the racecourse:**

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**Please list any areas that require improvement:**

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**In your opinion, are the facilities and general level of service provided to owners with a runner, of sufficiently high standard to warrant consideration for the Gold Standard?**