

## BLC NOTES – CHELTENHAM RACECOURSE 26 September 2023

### IN ATTENDANCE:

Bookmakers - Graham Thorpe, Simon Wallis, Nick Daisley, John Hooper, Mark Jeal.

Racecourse – Gemma Steve, Andy Collins, Steve Clare.

Apologies – Dale Such, Barry Johnson.

### CHELTENHAM OPS TEAM

It was confirmed that Gemma Steve had been appointed as the Regional Head of Operations West Region. Becky Elvin the Racing, Conference & Events Ops Mgr has left the business and currently not been replaced. Current team Steve Finch Buildings and Facilities Manager and Jade Foyle, Health, Safety & Security Manager.

### 2023/2024 SEASON

There will again be 16 race meetings this season:

October - Showcase (approx. 6,000 students are expected in Best Mate on the Saturday, but they can elect to purchase a transfer into the Grandstand enclosure).

The November Meeting; Countryside Day Friday; Saturday attendance expected to be 29,000; Sunday Family Funday with a projected attendance of 12,000. The Village Grandstand (Guinness Grandstand at The Festival) will be in position for this event, with 900 seating tickets being available for purchase each day. In addition to bars and catering in this area, there will be a covered food and bars area in the vicinity of the Shopping Village which will also be in operation. As usual the ten Lower Tattersalls betting positions around the Parade Ring will be available on the Friday & Sunday (not Saturday), but the Lower Tattersalls positions in front of the Village Grandstand will be available each of the three days.

The Christmas Meeting (formerly International Meeting) will take place on 15 & 16 December with a strong festive theme over both days.

New Year's Day, is not followed by a weekend this year so a drop in attendance numbers is expected following the bumper crowd in 2023.

Festival Trials Day Saturday 27 January – International Hurdle now run on this day.

The Festival – 12-15 March. Advance admission sales are tracking inline with last year with hospitality sales performing especially well and in advance of 2022 ytd. Separate operational details for bookmakers will be posted on the RBC website in due course.

The season concludes with the April Meeting on 17 & 18, and finally Hunter Chase Evening 3 May with 5,000 students expected in Best Mate at this closing fixture.

## 2023/24 FESTIVAL OPS

Car parking at this event is the subject of an ongoing review and process update, including the arrangements for bookmakers.

The three bookmaker parking areas – behind over the road from Hall of Fame (Yellow) ; by the North Entrance (Red); behind Best Mate near to coach Park will be retained.

However, for 2023/24 bookmakers will need to apply for car parking labels. Full details together with a car park plan will be posted on the RBC website. Post note – Bookmaker car parking labels will be issued 1 per pitch, On November Saturday additional car parking passes can be purchased or those cars with no label can park in the staff car park in West by showing there RBC pass. Your assistance in car sharing where possible is greatly appreciated.

Pedestrian egress from the racecourse together with temporary one-way systems are under review. Again, details will be posted on the RBC website when finalised. Post Note – The taxi rank will be returning to its old location (in front of South Ticket Sales & Collection marquee) No plans for a pedestrian one way system between Centaur and Best Mate.

## OTHER OPS ITEMS

The racecourse is hopeful of concluding a contract with Cash for Events for the provision of ATMs.

Work has commenced on a phased refurbishment/renovation project on the original grandstand. Likely to continue over the 5 – 10 years – This year The Mandarin has been refurbished into walk in restaurant .

A detailed audit and assessment of both the CCTV and PA systems has resulted in upgrade works to both for completion prior to The Festival.

It was noted that very high winds cause two bookmaker's umbrellas to be blown over the See You Then Terrace balcony last season. Consideration to be given to a canopy if practical.

It was reported that a Lower Tattersalls anchor point had been tarmacked over in error. AC agreed to liaise with Steve Finch to reinstate.

AC asked that the BRMs be provided with a list of defibrillator locations near to betting areas.

JH asked that consideration to the introduction of specific New Betting Areas be given based on bookmaker suggestions which would follow in due course.

Bookmakers asked that when Steward's Enquiries are called they notified via the PA system sooner.

In addition, please could there be a gap after the result of a photo finish announcement before the placed horse are provided.

It was confirmed that there would be no change to the drinking policy this season.

#### TATTERSALLS BETTING AREA & BOOKMAKER NUMBER

This was again discussed with bookmakers at the BLC meeting.

The subject of a revised layout and a simultaneous reduction in bookmaker number was discussed by way of a consultation at the 2018 BLC meeting, and a subsequent wider consultation made available to interested parties in 2019. There followed further discussions at the 2019 & 2022 BLC meetings.

The objective in the alterations being to improve the customer experience in this enclosure by creating more useable space and better access to the bookmakers. Those bookmakers in attendance understood the need for this change and a few comments were made.

A significant investment is required by the racecourse, but because of the customer benefits it has been decided that the works should now progress for completion in advance of the 2024 Festival.

Following the BLC meeting, the racecourse will finalise both the layout and revised bookmaker number.

For wider consultation the proposed layout plan and revised bookmaker number will soon be displayed on the RBC website.