



## QUESTIONNAIRE

Please circle YES or NO as appropriate

### Section 1. Before entering the racecourse

#### Pre-raceday information

Are owners with entries sent pre-raceday information that introduces them to the racecourse and its facilities? **Yes** **No**

If yes, is the letter to owners personalised by the owner's name? **Yes** **No**

AND/OR

Are full, current season, details clearly available on a dedicated section on your website, to provide all of the information the letter would provide, including a map to the course and owners' car park, or written directions? **Yes** **No**

If no to any of above, please state why:

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**Car parking**

Is there a separate, signposted car park for owners 'on-the-day' – or a clearly identifiable and exclusive section of the public car park? **Yes** **No**

Are adequate car parking attendants in evidence? **Yes** **No**

Is signposting to the course clear and evident from the main roads? **Yes** **No**

If no to any of above, please state why:

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**Allocation of badges (1)**

For owners with runners on the day, are a minimum of four owners' badges allocated to single owners, and a minimum of six owners' badges to syndicates and partnerships? **Yes** **No**

If no to any of above, please state why:

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**Allocation of badges (2)**

For owners with runners on the day, in addition to the complimentary quota, are a minimum of four extra owners' badges available at a discount (of 50% of the cost of a day member's badge) for sole owners?

**Yes      No**

Are a minimum of six extra owners' badges available at a discount (of 50% of the cost of a day member's badge) for partnerships and syndicates?

**Yes      No**

If no to any of above, please state why:

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**RCA/ROA Owners' Badge Scheme**

How many fixtures do you include in the Racecourse Badge Scheme for Owners?

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Are you planning to increase or at least maintain the number of your racecourse's fixtures included in the Owners' Badge Scheme?

**Yes      No**

If no to above, please state why:

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**Collection of badges**

On busy racedays, can a second terminal be opened to avoid owners queuing?

**Yes      No**



## Section 2. Facilities at the racecourse

### Owners' bar (1)

Is a bar exclusively for Owners and Trainers available?

**Yes**

**No**

Is the bar available to all owners with runners on the day and not restricted on big days to only those with runners in championship races?

**Yes**

**No**

Is this facility strongly 'policed' to ensure only those with correct badges are allowed access?

**Yes**

**No**

If no to any of above, please state why:

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### Owners' bar (2)

Does the Owners and Trainers bar have Tote facilities in the bar or very close by?

**Yes**

**No**

If no to above, please state why:

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### Restaurant

Is there an owners' restaurant, or are tables for owners available in another restaurant which can be reserved until the afternoon following declarations?

**Yes**

**No**

If no to above, please state why:

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**Owners' viewing**

Is there a separate viewing area for Owners and Trainers?

**Yes      No**

Ideally, owners' viewing will be near the finishing post, easily accessible for all, and provide the same level of comfort as elsewhere in the stands, with quick access to the parade ring/unsaddling enclosure.

Where is the viewing located, and is it covered?

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If no to any of above, please state why:

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**Facilities at the racecourse...**

**Please use this space to expand on what your racecourse currently does for Owners 'with a runner on the day' in this area and how you plan to expand on this in the future:**

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**Hospitality for winning owners (1)**

Are all winning owners greeted by a senior member of staff or director of the racecourse and taken for a celebratory drink?

**Yes**

**No**

If no to above, please state why:

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Do you also extend this to placed connections?

**Yes**

**No**

**Hospitality for winning owners (2)**

Are winning owners given a complimentary DVD of their race?

**Yes**

**No**

**After the race...**

**Please use this space to expand on what your racecourse currently does for Owners 'with a runner on the day' in this area and how you plan to expand on this in the future:**

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## Section 4. Stable staff and horse welfare

### Stable staff liaison

Is a member of the racecourse staff appointed with responsibility for stable staff and horse facilities and is their name displayed in an appropriate place with contact instructions?

**Yes**

**No**

If no to above, please state why:

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### Overnight accommodation

Does the racecourse's overnight accommodation (including bed and breakfast) for stable staff comprise rooms with a maximum occupancy of two/three people?

**Yes**

**No**

If no to above, please state why:

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### Stable staff canteen

Does your canteen stay open until at least 45 minutes after the last race serving food and hot & cold drinks?

**Yes**

**No**

If no to above, please state why:

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**Stable bedding**

Is all bedding removed from stables and are the stables disinfected between meetings?

**Yes**

**No**

If no to above, please state why:

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**Wash-down facilities**

Do you have wash-down apparatus incorporating overhead booms, properly drained hardstandings and a consistent supply of both hot and cold running water?

**Yes**

**No**

If no to above, please state why:

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**Quality of the racing surface**

It is a requirement of the Gold Standard Award that the condition of the ground is maintained to a high standard to ensure its suitability for racing.

**Section 4. Stable staff and horse welfare (continued)**

**Stable staff and horse welfare ...**

**Please use this space to expand on what your racecourse currently does in this area now and how you plan to expand on this in the future:**

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***Please note: The racecourse executive and sponsorship contribution to overall prize-money will also be taken into account when the ROA consider the award of the Gold Standard.***

**Racecourse:** \_\_\_\_\_

**Completed by:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**

**Please return this to:  
ROA Gold Standard Committee  
RACEHORSE OWNERS ASSOCIATION  
1<sup>st</sup> Floor, 75 High Holborn, London, WC1V 6LS**