

A Day At The Races FAQs and T&Cs

How do we make a booking?

The best way to book is via email to racing@newplymouthraceway.co.nz

Do we need to pay a deposit?

Generally we do not require a deposit to secure a booking. In some circumstances large groups may need to pay a holding fee to secure a specific space.

How do we confirm our booking?

We usually contact you 5-6 weeks before the race date to confirm you still wish to go ahead with the booking and you'll advise us of the final number of guests attending. Your invoice is then issued, and once paid we send out your tickets. No tickets are sent until payment is received.

What happens if our numbers change after we've confirmed our booking?

- If fewer people are attending, and you haven't paid, simply deducted the number of people from your payment and let us know
- If fewer people are attending, and you have paid, we will refund you; either in the form of a betting slip (you can cash at the tote window), or after the race day via internet banking (subject to the cancellation policy below)
- If more people are attending please contact us first to ensure we can accommodate the additional guests

We appreciate that your numbers may fluctuate between booking / paying / race day, however as seating plans are based off the final number you give us, if your numbers increase we may not always be able to accommodate additional guests, particularly on our busier days.

When do we pay?

We will issue you an invoice once you confirm your numbers. All invoices need to be paid in full, at least ten days prior to the race day. Tickets are not issued until payment is received.

How do we pay?

By internet banking is our preferred method. Bank account details are included on your invoice. You can come into the office weekdays between 9am and 3pm. Please note we have EFTPOS in the office but do not accept credit cards.

Some event tickets are available for purchase via PayPal.

Social Membership can also be paid for via LayBuy GO.

When will we get our tickets?

Once we have received your payment we'll send out your tickets or you can collect them from us. Please note tickets are not sent less than a week before race day due to reduced postal delivery service. During the Christmas period, we highly recommend paying early and/or collecting your tickets from the office to avoid delivery issues.

What is your cancellation policy?

- Full refund if cancelled more than seven days before the race day
- 50% refund if cancelled the week of the race day
- No refund if cancelled on the day

Cancellation Policy applies regardless of whether payment has been received or not.

How many races are there?

Most race days have 8 races, a few have 7, and harness race days can have up to 12.

PLEASE NOTE: With the impact of COVID-19 on the industry, race days during the first part of the 2020/2021 season may have additional races added to the programme at short notice. Corporate guests will be emailed these details.

What time do the gates and corporate areas open?

They are usually open an hour before the first race. The scheduled race times are published by the TAB approximately a month before the race day, and may be subject to change the week of the race meeting if races are added or removed. This doesn't happen often. Updates are posted in the Event on our Facebook page.

What time is the last race?

As a guide, race days that start around midday, finish around 4.30pm. Twilight race days usually start around 3pm, and finish around 7.30pm, for an 8 race day. As above, times will be public approximately a month before and confirmed the week of the race day. Please note that for the majority of our race days we have musical entertainment for at least an hour after the last race.

When is the food served?

Day races have luncheon, service usually starts after Race 2, then afternoon tea, service usually starts around Race 6.

Twilight races have afternoon tea, service usually starts after Race 2, then dinner, service usually starts around Race 4.

For the majority of our race meetings meals are provided buffet style, and one of the wait staff will advise you when the meals are being served. Smaller race meeting, race day events, and some corporate areas may have their meals served as micro buffets (at your table), plated, or service from a food truck or similar. This information is included in the package information for the race day and area you are purchasing your ticket for.

What's on the menu?

Except for Christmas At The Races, and exclusive race day events that have specific catering styles, we generally serve a buffet style meal of two meat dishes, potatoes, a selection of salads, bread rolls and condiments. Dessert may be served buffet style or plated to your table, subject to the race day. Afternoon tea is usually a selection of club sandwiches, sweets, and savouries. If you would like details of the menu for your race day please do not hesitate to contact us. Christmas At The Races have a festive themed menu, offering traditional and/or modern fare. Race day events may also have a specific menu, which is usually advertised as part of the ticket package.

Do you cater for dietary requirements?

Absolutely. If you can let us know at the time of confirmation if you, or any of your guests, have any special dietary requirements we can ensure your needs are met.

Where is our Table / Marquee / Outdoor Location?

March to September all tables are located in a lounge within the Members Stand. The lounge information is included with your tickets.

Summer Carnival dates October to February include marquee and outdoor locations. Details of the lounge or outdoor area will be sent with your tickets, and locations are also sign posted on course.

All reserved tables and areas are identified with the bookers name. If you have a specific name you would like on your table, marquee, etc. please let us know at the time of confirmation.

Table / Seating Position

Whilst we will work to ensure that you are seated in your preferred location, occasionally it is necessary for table position within the lounge to be changed. Please note, all groups are seated next to, or adjacent, each other.

Dress Code

General Admission: There is no dress code in GA areas, although we encourage smart casual.

Hospitality Guests: Whilst there is no specific dress code, we strongly encourage all corporate hospitality guests to dress for the occasion. Clean, tidy, smart casual is encouraged, although you can expect to see more formal racewear in these areas too.

Sponsors Lounge: Smart Casual attire. No jeans, jandals, tee shirts.

Events: Some race day events have a specific dress code, these are outlined on the event page. Please ensure your guests are aware of this to avoid any issues.

Is there any Entertainment?

In addition to the action-packed racing, people watching, and socializing, we have a range of entertainment throughout the year, with the majority during the Summer Carnival in the form of live music, kids' activities, hosts, and events. Entertainment on specific race days listed on our website and the Facebook event page.

What happens if it's raining on the day?

We follow the forecast on the days running up to the race day and if we feel that the outside hospitality areas will be unsuitable we may choose to move guests inside. We'll contact you in this instance.

What happens if there is no racing?

Whilst we have already put in an order for beautiful sunshine for all our race days, sometimes the weather just doesn't cooperate. If it causes the track to become unsafe for the riders, then racing is called off (formally known as 'abandoned'). The decision to abandon a race meeting is not taken lightly, and is made by the Racing Integrity Unit, the jockeys, and in consultation with the racing club. Often this does not happen until these groups arrive on-course and do a track inspection on the day.

Abandonment and Refund Policy

If the authorized parties decide to abandon before any racing commences or after Race One you will be offered the option of remaining on course and continuing your day – there is usually racing to watch elsewhere in the country, or Australia, the catering is still served, the bars remain open, and often the musical entertainment will start a little earlier, or you can leave and receive a full refund.

If racing is abandoned at any other time, you may be offered a proportional refund based on time of day, if it's more than half way through the day then no refund is made.

Transport / Taxi's / Parking

Please do not drink and drive. Taxi companies are always advised of race days and there is usually a steady flow picking up from the racecourse after the last race. You can leave your vehicle in the carpark overnight (at your own risk) and collect it the next day. Parking on some race days can be at a premium, so we encourage you to be dropped off and collected, if possible.

Is there any other information we should pass on to our group?

Cash and Cash Out: There are only a few 'cash out' EFTPOS facilities available on race day so we encourage you to bring cash with you

Sunblock: Even if it's overcast you can still burn, ensure you slip, slop, slap before you arrive

Don't forget a Pen: One of the most sought after items on race day

Water: Bottled water is provided to all corporate hospitality guests

Get Social

We also encourage you to **Get Social** and connect with us through our social channels to be in to some very special 'Social' surprises. #LoveNPRaceway

[Facebook](#) | [Instagram](#) | [Twitter](#)

Photography and Videography Disclaimer

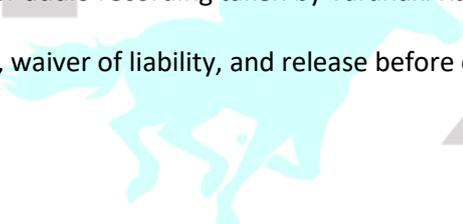
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