

ASTON MARTIN

Red Bull
RACING



PADDOCK CLUB

FAQ's

WHEN WILL I RECEIVE MY TICKETS?

We will always endeavor to dispatch all Formula 1 Paddock Club™ Tickets to a pre-agreed postal address via a secure delivery service. This will usually take place one week prior to the race weekend. Further information surrounding the event will follow electronically closer to the time to help assist with the planning of your trip. This is subject to the information being confirmed by the race event organisers and the tickets being dispatch to us in a timely manner.

WHY DO I NEED TO PROVIDE ALL GUEST NAMES?

We require this information in order for guests to gain access to the Formula 1™ Paddock and The Aston Martin Red Bull Racing Garage. Not only is this a requirement of Formula 1 Management for insurance purposes but it also allows us to ensure all guests receive a personalised welcome on arrival.

WHAT HAPPENS IF I LOSE MY TICKET? OR ARRIVE AT THE CIRCUIT WITH THE WRONG TICKET FOR THE WRONG DAY?

Unfortunately once an order has been confirmed, we are subject to the terms put in place by Formula 1 Management which operates a non-replacement policy.

WHAT'S THE BEST WAY TO ACCESS THE CIRCUIT?

As a Formula 1 Paddock Club™ Guest you are entitled to access the dedicated Formula 1 Paddock Club™ Parking Zone. One Car Parking Pass is usually issued for every three Formula 1 Paddock Club™ Tickets purchased. Additional Car Parking passes are normally available for purchase and Chauffeur Passes are required at some races. Please refer to our additional ticket information document or alternatively refer to each circuit's website for more information on using alternative methods of transport to the track.

IS THE PADDOCK CLUB WHEELCHAIR ACCESSIBLE?

Please contact us should you require any assistance with access to the Formula 1 Paddock Club™. Facilities vary from race to race.

CAN I ACCESS THE PADDOCK AND GARAGE?

We always endeavor to offer a garage tour for every ticket purchased over the race weekend. We do our best to allocate all of our guests a garage tour time and for this reason, it is important that you make yourself known to us upon arrival and confirm your tour time with us. Tour times are subject to change. In the event that you are not present during your allocated tour slot, we will try our best to reschedule but this is not always guaranteed. We reserve the right to cancel garage tours where necessary. Guests have unrestricted access to the Support Paddock where applicable.

CAN I RESERVE A SEAT?

At the races where we do not have our own Team Suite, guests will be located in the Club Suite where each person will be seated at a table – please note that this could be a shared table with other Aston Martin Red Bull Racing guests. Aston Martin Red Bull Racing hospitality is a little more relaxed in that in our own Team Suite we do not offer formal dining or reserved seating. We have a variety of seating options to choose from including high and low seated dining, and more relaxed lounge environments. We have adapted our food service to suit the set up of our suite. We do not operate a reserved seating policy in the Aston Martin Red Bull Racing Team Suite, and encourage guests to embrace the opportunity to enjoy all aspects of our suite.

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/CAN I HOLD A MEETING IN PADDOCK CLUB?

A further initiative to enhance the genuine business benefits, is the provision of a Business Suite within the Formula 1 Paddock Club™. These will be available at various locations during the 2020 season and are designed as a flexible space that can be used for forums, meetings and business events and also as a separate space for any corporate client who, over the weekend, may need occasional access to an area with a little more privacy. The Business Suite is provided and managed by the race organisers and is available to book for small breakout meetings free of charge or the whole area can be reserved at an additional cost – please ask your Aston Martin Red Bull Racing Team contact for more information.

/WHERE CAN I WATCH THE RACE FROM?

The Formula 1 Paddock Club™ is usually located above the team garages and therefore offers a prime view of the start/ finish straight and starting grid. Facilities vary from circuit to circuit, sometimes offering viewing from roof terraces, grandstands and outdoor balconies. HD TV screens will keep you up to date with all the on track action. We are also able to offer access to the team radio to further assist you in following the race action in the same way our team does.

/WILL I GET TO MEET THE DRIVERS?

We always endeavour to bring our race drivers into the suite on Saturday or Sunday for a Q&A and signing session if time permits. On some occasions we may have to cancel appearances due to unforeseen circumstances.

/WHAT KIND OF FOOD SERVICE CAN I EXPECT?

In the Club Suite you can enjoy a wide selection of dishes available from the live preparation stations within the Formula 1 Paddock Club™. In our Aston Martin Red Bull Racing Team Suite, we operate a plentiful flying buffet style service. Each option is served in a roaming mini bowl service that can be enjoyed throughout all areas of the suite. Guests can take as much or as little as they like. Alternatively guests are welcome to enjoy the food stations located within the general club suite area if they choose to. Both options offer the same very high standard of food quality. If guests have a food allergy, they should inform the Aston Martin Red Bull Racing Hospitality Team ahead of the race event, alternatively you can notify the team on arrival.

/WHAT SHOULD I WEAR?

Smart casual attire is recommended. We kindly request that no tracksuits, shorts or beach attire be worn.

/CAN I BUY MERCHANDISE IN PADDOCK CLUB?

Our official merchandise stand is located within the F1 Fan Village. This is often a short walk from the Formula One Paddock Club™ or via circuit arranged shuttles. Please speak with your host on arrival for more information on how to reach the F1 Fan Village; Aston Martin Red Bull Racing guests are entitled to a 20% discount at our team merchandise shop, simply provide the friendly staff with your Aston Martin Red Bull Racing Paddock Club ticket and the voucher included inside the Aston Martin Red Bull Racing Race Guide available for collection from your Aston Martin Red Bull Racing hosts.

/IS THERE SOMEWHERE I CAN KEEP MY LUGGAGE THROUGHOUT THE DAY?

Unfortunately Formula 1 Paddock Club™ does not offer a cloakroom service and large pieces of luggage will not be permitted inside.

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/IS THERE A DESIGNATED SMOKING AREA?

Smoking is only permitted within the dedicated smoking areas. This may vary from race to race. Your Aston Martin Red Bull Racing hospitality hosts will point this out to you upon your arrival to the suite.

/AM I ALLOWED TO TAKE PHOTOGRAPHS?

Unless otherwise advised, filming and sound recording is only permitted within the Formula 1 Paddock Club™ and during the Pit Lane Walk, provided that it is for personal, private and non-commercial purposes (which does not include social media). Filming and photography is not permitted inside the Aston Martin Red Bull Racing Garage at any time. Please be aware that you may be photographed or filmed whilst you are in the Formula 1 Paddock Club™ and that your image may be used in broadcast coverage and promotional materials. You are deemed to consent to all such usage. For further information, please refer to the Formula 1 Paddock Club™ terms and conditions which are available from your Aston Martin Red Bull Racing host, from any member of Formula 1 Paddock Club™ staff or on Formula 1.com.

/ARE MY CHILDREN ALLOWED TO ATTEND?

Yes. However, all individuals do require a ticket to be granted access, no matter what age they may be. Any children will need to be supervised by a parent/guardian at all times. We do not recommend you bring infants and very young children to Formula 1™ events, however, should you wish to bring a young child (under the age of 7 years old) you will need to complete the Formula 1 Paddock Club™ parent/guardian waiver form on arrival to the Paddock Club entrance. We advise you bring your own suitable ear defenders and would encourage these to be worn by your children at all times.