

FREQUENTLY ASKED QUESTIONS

WHEN WILL I RECEIVE MY TICKETS?

Depending on race location tickets will either be available to pick up at a designated collection point on the week of the Grand Prix or will be sent in advance to a preferred address. We will always endeavour to dispatch all Formula One 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 dispatched to us in a timely manner.

WHY DO I NEED TO PROVIDE ALL GUEST NAMES?

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

COVID-19 BOOKING POLICY

We appreciate that making plans in uncertain times is hard, that is why Formula One Management operate a 'book with confidence policy' so that if you need to amend your booking due to Covid you can do so. For more information please email trackside.hospitality@redbullracing.com

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 One Management which operates a non-replacement policy.

WHAT IS THE BEST WAY TO ACCESS THE CIRCUIT?

As a Formula One Paddock Club™ Guest, you are entitled to access the dedicated Formula One Paddock Club™ Parking Zone. One Car Parking Pass is usually issued for every three Formula One 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 One Paddock Club™. Facilities vary from race to race.

CAN I ACCESS THE PADDOCK AND GARAGE?

In 2021 we saw the return of fans to the stadiums following the Covid-19 Pandemic. Throughout the course of 2021 restrictions began to lift and we expect the same to happen throughout the 2022 season. At many circuits, exclusive experiences such as the 'Pit Lane Walk' and 'Truck Tours' have resumed. The Paddock and Paddock Club currently operate under strict bubble systems, to protect the drivers from being exposed to the Covid-19 virus and therefore access to the Paddock is prohibited. This process is under constant review, and we are hopeful for a full return to the Paddock for all Formula One Paddock Club™ guests in 2022.

CAN I RESERVE A SEAT?

At the races where we do not have our own Team Suite, guests will be in the Club Suite where each person will be seated at a table – please note that this could be a shared table with other Red Bull Racing guests. The Red Bull Racing hospitality adopts a more relaxed approach to the usual formal dining or reserved seating style. 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 setup of our suite. We do not operate a reserved seating policy in the Red Bull Racing Team Suite and encourage guests to embrace the opportunity to enjoy all aspects of our suite.

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 One Paddock Club™. These will be available at selected locations during the 2022 season and are designed to be used for forums, meetings, business events and 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 Red Bull Racing Team representative for more information.

WHERE CAN I WATCH THE RACE FROM?

The Formula One 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 if time permits. Currently under the 'bubble system' mandated by Formula One Management, live appearances are restricted. Appearances and Driver Q&As will be conducted virtually when a live appearance is not possible.

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 One Paddock Club™. In our 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 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?

The 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. At some locations there is also an official merchandise stand situated within the Paddock Club. Please speak with your host on arrival for more information on merchandise locations; Red Bull Racing guests are entitled to a 20% discount at our team merchandise shop, simply provide the friendly staff with your Red Bull Racing Paddock Club ticket and 20% discount voucher included with your tickets.

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

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

IS THERE A DESIGNATED SMOKING AREA?

Smoking is only permitted within the dedicated smoking areas. This may vary from race to race. Your 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 One Paddock Club™ and during the Pit Lane Walk, if it is for personal, private, and non-commercial purposes (which does not include social media). Filming and photography are not permitted inside the Red Bull Racing Garage at any time. Please be aware that you may be photographed or filmed whilst you are in the Formula One 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 One Paddock Club™ terms and conditions which are available from your Red Bull Racing host, from any member of Formula One 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 One 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.