

Chester Race Course
Ticket Department (not purchase)
New Crane Stree
Chester
CH1 4JD

Dear CRC

I am writing about your ticketing procedure since there appears no other convenient way of getting in touch. I wish to address what I see as frustrating problems. I do hope that whoever opens this letter will see that it is read by someone who can arrange that the problems are addressed.

I bought tickets online and a response arrived john870@btinternet.com. yesterday. I was instructed to download the App and press the link REGISTER in the e-mail. **First problem:** the sender clearly supposed I wished to have the tickets on my iPad and not on my phone (which has a private e-mail address).

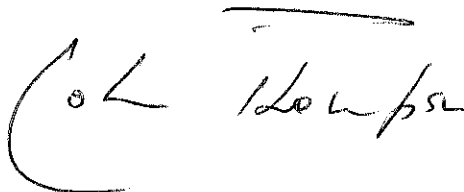
There was an alternative. Enter a given code directly into the App. Nothing daunted, I opened the App on my phone to be confronted with two text boxes, one yellow one dark gray. **Second problem:** where to enter the Code? I tried to put the insertion point in the yellow box but this simply brought up a request to switch the camera on. Mystified I repeated the exercise twice more but with no change. So I switched the camera on to bring up a view of my kitchen table. What was I supposed to photograph.

Despairing of modern technology I reached for the landline phone and 3/4 hour later I had my home printed tickets. So where does the problem lie?

In the App. Some design genius, doubtless with excellent visual acuity, had used a white font in the yellow box and a turquoise font in the grey box. I am in my eighties and do not have excellent visual acuity.

I hope we shall enjoy Ladies Day next week, our first visit to CRC, but this possibly the last if the App stays as it is.

Regards



John Thompson

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