



# Bradford Theatres

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Date: February 2016

Dear Bradford Theatres Booker

## Access and Carer Membership Scheme - Group/Organisation Membership

As a group organiser who has used our services previously, we are writing to inform you about a new scheme at Bradford Theatres.

Our **Access and Carer Membership Scheme** recognises that some customers need additional assistance to access the services within Bradford Theatres venues which include:

- Alhambra Theatre
- St George's Hall
- The Studio
- King's Hall, Ilkley

Bradford Theatres and Bradford Council are committed to ensuring all customers can participate and enjoy Bradford Theatres events equally. We recognise our responsibilities under the Equalities Act to undertake reasonable adjustments to the services we deliver and have introduced this new Scheme for customers who need someone to be with them to access the services or facilities within Bradford Theatres. Membership is free and valid for a period of three years.

This Scheme is not open to, or intended for, customers who simply want to accompany someone or just need transportation to Bradford Theatres venues.

Groups and organisations of, or supporting, disabled people can obtain an additional reduction in ticket price through the Scheme. To join, an appointed representative of the organisation will need to complete and sign the application form and return it to the address above. Carers will need to familiarise themselves with the Bradford Theatres venue to be visited and the location of services and facilities contained within it. It will be important to speak to a member of our Front of House team if any disabled customer has complex needs and to receive advice about our evacuation procedures.

A carer is also required to be available at all times to assist the disabled customer during their visit. We recommend that a carer be 14 years of age or above, in line with our guidance on admitting unaccompanied children into the auditorium. If a carer is under 14, please tell us about their particular situation at the end of the application form.

If your group/organisation qualifies under the Scheme they will receive a reduction on the cost of their visit for their carers. In some circumstances they may also receive a reduction to the ticket price. Memberships are non-transferable. Only one discount applies per ticket.

Continued...

## Bradford Theatres



If your application is declined you can ask for the decision to be reviewed. In exceptional circumstances we will consult with specialist Council staff who work on disabled people's issues.

The information provided will only be used to determine whether your group/organisation qualifies to join the Access and Carer Membership Scheme. There is space on the form to tell us about your service users' particular needs. Information about any mobility aids or supporting equipment they use will help us understand how we might best be able to meet their needs and ensure your party has an accessible and enjoyable experience.

The information given is protected by the Data Protection Act and will only be used for the purposes identified above. Once a decision has been made we will securely dispose of any documentation stored by us for the purposes of processing your application. We reserve the right to withdraw memberships at any time if we feel this service is being misused.

The Access and Carer Membership Scheme will be launched, and active, from **Tuesday 1 March 2016**.

We look forward to seeing you at one of our venues in the near future.

Yours sincerely,



Adam Renton  
General Manager Bradford Theatres

**Bradford Theatres**

**ALHAMBRA** **ST GEORGE'S**  
T H E A T R E C O N C E R T H A L L

**City of Bradford MDC**  
[www.bradford.gov.uk](http://www.bradford.gov.uk)

**Access & Carer Membership Scheme**

**Group/Organisation Application** - valid for three years from the date of issue.



**1. Details of Group/Organisation:**

Group/Organisation name

.....

Contact name .....

Address .....

Postcode ..... Tel .....

Mobile .....

Email address .....

Status: Charity [ ]                      Local/Health Authority [ ]                      Private [ ]

Carer Ratio: 1:1 [ ]                      1:2 [ ]                      1:3 [ ]                      1:4 [ ]

Other (please specify) .....

**2. Which of the following would assist your party?** (please tick all that apply)

Aisle Seats [ ]    Level Entrance Accessible Seats [ ]

Signed Performance [ ]    Captioned Performance [ ]

Audio Described Performance [ ]

Wheelchair position [ ]

Please tell us as much as possible about the wheelchairs you will be bringing as this can help us prepare for your visit:

Manual [ ]    Powered [ ]

Reclining [ ]    Non-reclining [ ]

Headrests [ ]    Leg rests [ ]

Average size [ ]    Larger than average [ ]

Class Size (if known) ..... Other (please specify) .....

**Please note:** Outdoor motorised mobility scooters are not permitted inside the auditorium and must be left outside the building.

**3. Who will be booking the tickets?**

Please provide the names of those people you wish to be able to make bookings on behalf of this group/organisation.

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**4. How would the Access and Carer Membership Scheme benefit your members/users?**

(Please note: we may need to ask you for additional information if that supplied here does not make your requirement clear or is not sufficient enough for us to make a decision.)

**This form must be signed by the appointed representative for your group/organisation. By signing you are confirming that without the assistance of a carer it would be extremely difficult or impossible for your members/ service users to visit Bradford Theatres venues.**

**Signed** .....  
**Print Name** .....  
**Date** .....

**Submission**

Please hand in your completed form, with any required documentation, to the Box Office at the Alhambra Theatre or St George’s Hall. Alternatively you can post your application to:  
Access and Carer Membership Scheme, Bradford Theatres, Morley Street, BD7 1AJ

**Please note:** It may take up to four weeks to process your application. No refunds can be made for tickets purchased before your application had been approved. We cannot hold tickets for you whilst you are waiting for an application to be processed. Additional information may be required to consider this application. We reserve the right to withdraw Memberships at any time if we feel this service is being misused. Scheme members will be able to purchase tickets in person or by telephone through the Box Office.

<b>OFFICE USE ONLY</b>	Date Received:	Action:
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