



Bradford Theatres

Morley Street
Bradford
BD7 1AJ

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Email: enquiries@bradford-theatres.co.uk

Date: February 2016

Dear Bradford Theatres Booker

Access and Carer Membership Scheme – Individual Membership

As someone 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
- The Studio
- St George's Hall
- 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.

The carer will be expected 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 the disabled customer has complex needs and to receive advice about our evacuation procedures. The carer is also required to be available at all times to assist the disabled customer during the 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 the carer is under 14, please tell us about your situation at the end of the application form.

If you qualify under the Scheme you will receive a reduction on the cost of your visit for your carer. In some circumstances you may also receive a reduction to your ticket price. Memberships are non-transferable. Only one discount applies per ticket.

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

The information you provide will only be used to determine whether you qualify to join the Access and Carer Membership Scheme. There is space on the form for you to tell us about your particular needs. Information about any mobility aids of support and equipment you use will help us understand how we might best be able to meet your needs and ensure you have an accessible and enjoyable experience.

The information you give us 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 was launched on **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



Access & Carer Membership Scheme

Individual Application – valid for three years from the date of issue.

1. Details of disabled person :

Title First name
Surname
Address
Postcode Tel
Mobile
Email address

2. Which of the following do you require? (please tick all that apply)

Aisle Seats [] Level Entrance Accessible Seats []
Signed Performance [] Captioned Performance []

Audio Described Performance []

Will you be bringing a guide dog with you? YES / NO

If so, do you prefer to take the dog into the auditorium? YES / NO

If available, would you be interested in a Touch Tour before the show? YES / NO

If so, will you have sighted companions with you on the Touch Tour? YES / NO

In which format would you prefer to receive pre-show information? (tick all that apply)

CLEAR PRINT [] EMAIL [] CD []

Other (please specify)

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.

We will ask if your requirements have changed each time you make a booking.

3. Who will be booking the tickets?

Please provide the names of up to three people you would like to authorise to book on your behalf. (These people will be able to book in addition to yourself.)

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4. Supporting Evidence

Please provide us with relevant information as to why you require a carer. We accept any of the following items:

CEA Card	CredAbility Card
Carers Allowance	Personal Independence Payment (PIP)
Blue Badge Holder	Registered as Visually Impaired
Disabled Persons Travel permit - Companion Pass	

We request original documents where possible but good quality photocopies will also be accepted. If you have anything different to that listed above that you feel demonstrates your entitlement please do let us know. The information you give us is protected by the Data Protection Act and will only be used for the purposes identified above.

5. If you feel that you qualify for a carer but do not have any supporting evidence please let us know why in the space below. (please continue on a separate sheet if necessary)

This form must be signed by the disabled person named overleaf or their representative. By signing you are confirming that without the assistance of a carer it would be extremely difficult or impossible for you 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. Alternatively you can post** your application to: Access and Carer Membership Scheme, Bradford Theatres, Morley Street, BD7 1AJ

Terms and Conditions: It may take up to four weeks to process your application. No refunds can be made for tickets purchased before your application has been approved. We cannot hold tickets for you whilst you are waiting for an application to be processed. We reserve the right to withdraw memberships at any time if we feel this service is being misused. Additional information may be required. *Documentation presented at the Box Office Counter will be noted on your application form and returned to you immediately. If you submit something that is not on the list we will need to take a copy of the document in order to verify it. Once a decision has been made about your application we will securely dispose of any documentation provided. **If you choose to send your proof of eligibility in the mail we will return your documents to you using recorded delivery. Scheme members will be able to purchase tickets in person or by telephone through the Box Office.

OFFICE USE ONLY	Date Received:	Action:
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