THEATRE ROYAL ROYAL CONCERT HALL

ACCESS REQUIREMENT REGISTER APPLICATION FORM

APPLICATION PROCESS

The application can be made by either the disabled person or by the Personal Assistant (essential carer) if they will be booking tickets on behalf of the disabled person. If you are a Personal Assistant who cares for more than one individual you will need to apply separately for each person you assist.

Please refer to our **Access Requirements Information Sheet** for further details about the Access Requirement Register.

THIS FORM CONTAINS 3 SECTIONS

Sections A and Section B will need to be filled out for all applications.

We require this information so that we can provide the best possible service for you when booking tickets. This will ensure we can assist with customers needs and be sure we give you the best possible service to improve your enjoyment during your visit.

Section C need only be filled out for customers who require a Personal Assistant to attend the venue with them.

This section of the form requires you to provide proof of eligibility. Please ensure that you send photocopies of documents only as submitted paperwork will be securely destroyed once your application has been processed.

You may be entitled to concessions rate tickets for certain shows (such as Over 60s, Registered Unwaged, Student) these are subject to status and availability. Please contact the Box Office on 0115 9895555 or visit www.trch.co.uk for more information.

Please note that providing information is not a guarantee that accessible seats will be available at all performances.

SECTION A

PERSONAL DETAILS

Name of Disabled Person

☐ Please tick if under 16 years old.

Address

Postcode

Phone number

Email

For those purchasing tickets on behalf of the disabled person, please complete the section below

Name

Relationship to Disabled person

Address

Postcode

Phone number

Email

If there is anyone else who may purchase tickets on behalf of the disabled person, please list their name(s) below:

SECTION B

ACCESS REQUIREMENTS - Please tick all that apply

☐ I must be accompanied by a Personal Assistant during my visit
(Section C must be completed)

☐ Wheelchair space
☐ A bigger space required for a larger wheelchair or scooter
☐ Wheelchair transfer seat on the end of a row
☐ Aisle seat - left leg near aisle
☐ Aisle seat- right leg near aisle
☐ Space for assistance dog in the auditorium
☐ Dog Sitting service
☐ Infra-red hearing enhancement (Headsets and Neck Loops required)
☐ Sign Language Interpreted Performance
☐ Relaxed Performance
☐ Audio Described Performance
☐ Captioned Performance
☐ Touch Tour

☐ Guiding Assistance for blind or partially sighted customers

☐ Storage of Walker or other equipment

☐ A seat close to an exit

If your access requirement is not listed above, please provide information below:

If you would like to receive our Seasonal Brochure in an alternative format, please indicate below

☐ Audio CD

☐ Braille

☐ Large Print

SECTION C

PERSONAL ASSISTANTS (CARERS)

This section only requires completion if you require help from another person in order to move safely around the venue

ENTITLEMENTS

Customers who would be unable to attend without a personal assistant are entitled to a complimentary ticket for their personal assistant (PA) when attending a performance or event.

The PA must be able to assist the deaf or disabled person to access the theatre and its facilities, remaining with them to ensure their wellbeing and comfort.

A free PA ticket is available at the venue’s discretion to those who need assistance from another person in order to move around safely within The Theatre Royal and Royal Concert Hall buildings. Anyone designated as a Personal

Assistant must be able to assist the person they are attending with to leave the building in an emergency

PROOF OF ELIGIBILITY REQUIRED FOR A FREE PA TICKET

A photocopy or scan of one of the following documents (dated within the past 12 months if DLA, Attendance Allowance or PIP) makes your personal assistant eligible for a free ticket.

Please check the box next to the evidence you are submitting

☐ Front page of DLA letter (Medium or Higher Rate) (the annual increase and Christmas bonus letters are also accepted)

☐ Front page of Attendance Allowance letter (no specific rate required)

☐ Front page of PIP letter (no specific rate)

☐ Evidence that registered severely sight impaired (blind)

☐ Recognised Assistance Dog ID card

☐ CredAbility Access Card (with +1 icon)

☐ None of the above - sending alternative evidence

Sending alternative evidence

We recognise that the evidence listed is not definitive. If you do not have any of the above evidence and require a personal assistant to attend the venue with you use the space below to tell us why:

If you wish to submit any additional evidence to support your statement, please list it in the space below and attach it with your form:

Please note that all data collected will automatically be deleted in 3 years of submission if you do not request access facilities in this time. We will not share your data with any third party organisations.

SUBMITTING SUPPORTING DOCUMENTS

When submitting documents to support your application you can speed up the process by

- Scanning evidence and attach it with your form if emailing
- Photocopy evidence and clip it to a printed form if posting

Please feel free to blackout any information that relates to the amount of benefit paid or health conditions that might be on documents submitted that you do not wish us to see.

I have a disability as defined by Equality Act (2010)

Please refer to the **Access Requirements Information Sheet** for further information on the Equality Act

If you have downloaded the form to complete electronically please type your name in the space below in lieu of signing

By completing this form, you give consent to the Theatre Royal & Royal Concert Hall to store your information for the purposes of the Access Requirement Register

For your convenience, we will register you for 3 years. The information you supply for the Access Requirement Register will help us to find appropriate seats for you quickly and easily and will save time when you book in future. We do not share personal data with any third party organisations.

If you would like to receive information from us about shows, competitions, special offers and the latest TRCH news tick the boxes below:

Send me information by email ☐

Send me information by post ☐

We really value your support and would love to keep you updated on our fundraising projects.

If you would like to receive information about our fundraising work, please tick the boxes below:

Send me information by email ☐

Send me information by post ☐

For more information about ways in which we use the data we collect please see our Privacy Policy, this is available on our website and there is a link in your confirmation email.

If you want to change your preferences at any time you can edit them in the my account page on our website or call the Box Office on 0115 989 5555

People who intentionally give false information will be removed from the Access Requirement Register. This list will be monitored regularly.

Signed

Name

Date

☐ **Please tick this box if you are filling in the form on behalf of someone else**

Submitting your form

You can email your completed form to

trch.access@nottinghamcity.gov.uk

Or post your completed form to:

Access Requirement Register

Nottingham Theatre Royal and Royal Concert Hall

Theatre Square

Nottingham

NG1 5ND

If you have any questions about this process, contact us at the box office **0115 9895555.**

If you require this form in an alternative format please contact us.