**Access Requirements Information Sheet**

**What is the Access Requirement Register?**

We are setting up a free Access Requirement Register (ARR) in order to improve our service to you. The information you provide for the Register will help us to find the best available seats for you quickly and easily and having this information on file will also save time when you book in future.

You can join the Access Requirement Register by filling in a form which is available from the Box Office or on our website (www.sjt.uk.com). Please note reduced rate Personal Assistant (carer) tickets will only be available to those on the Access Requirement Register, although it is not a requirement for you to join the Access Requirement Register in order to book tickets.

**How to join our free Access Requirement Register**

An application can be completed by either the person with the disability or by the Personal Assistant 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.

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

Section C will only need to be completed for the customers who require a complimentary Personal Assistant ticket, along with proof of eligibility. Please ensure that you send photocopies only as documentation will be securely destroyed once processed.

**Personal Assistants (carer)**

A reduced rate ticket for a personal assistant (PA) is available for any deaf or disabled person who has purchased a ticket to an event or performance and would be unable to attend without the help of their personal assistant.

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. Anyone designated as a Personal Assistant must be able physically to assist the person they are with to leave the building in an emergency.

A reduced rate 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 Stephen Joseph Theatre.

**Proof of Eligibility**

The following forms of evidence make an individual automatically eligible for a reduced rate Personal Assistant ticket in addition to their ticket:

* Front page of DLA (Medium or Higher rate)
* Front page of Attendance Allowance letter (no specific rate required)
* Front page of PIP (no specific rate required)
* Evidence that registered severely sight impaired (blind)
* Recognised Assistance Dog ID card
* CredAbility Access Card (with +1 icon)

We recognise that the evidence above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for a reduced rate ticket for a personal assistant, complete the Access Requirement Form, Section C, stating why you require a PA. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Applications are assessed on a case-by-case basis

When submitting documents to support your application, we ask that if possible you:

* Scan evidence and attach it with your form if completing online
* Photocopy evidence and clip it to a printed form if posting or handing in in person

This helps to speed up the process considerably.

Please feel free to blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

**A disability as defined by Equality Act (2010)**

You’re disabled under the [Equality Act 2010](http://www.legislation.gov.uk/ukpga/2010/15/section/6) if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities.

## What does ‘substantial’ and ‘long-term’ mean

* ‘substantial’ is more than minor or trivial – e.g. it takes much longer than it usually would to complete a daily task like getting dressed
* ‘long-term’ means 12 months or more – e.g. a breathing condition that develops as a result of a lung infection

There are special rules about recurring or fluctuating conditions, for example, arthritis. For more details about the special rules download the ‘Equality Act Guidance’ from [www.gov.uk/government/uploads/system/uploads/attachment\_data/file/85010/disability-definition.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85010/disability-definition.pdf)

**Data Protection**

The Stephen Joseph Theatre holds personal and access information about our customers in order to provide the best possible service to you. We will always ask for your consent to hold your details and we will never release any details held on the Access Requirement Register to outside organisations. Please note that telephone calls may be monitored for training purposes.