

Belgrade Theatre Access Register Information.



The Belgrade Theatre has introduced an Access Register in order to improve its service to you.

What is the Access Register?

We want to ensure that all our audiences are treated fairly and that we can meet the specific needs of everyone wishing to attend the Theatre whether it's providing sound enhancement for those with hearing impairments or offering a free ticket to enable someone who couldn't come on their own so that a carer can attend with them. In doing this, we are making reasonable adjustments to help individuals with reduced physical, sensory or mental capabilities to access many productions at The Belgrade whilst ensuring that free carer tickets are available to those who would otherwise not be able to attend.

Why should I apply?

The information we request in your application will help us find the best available seating for you, quickly and easily, and help save time with future bookings. If circumstances warrant, it may also enable you access to a free carer ticket. The eligibility conditions for the carer ticket are: the carer must be physically able to assist the disabled person in accessing the Theatre and its facilities, remaining with them to ensure their wellbeing and comfort and assisting the person in leaving the building in an emergency.

Do I have to complete the register?

It is unnecessary to complete the register to access discounted disabled tickets; however, if you do it, it will help us provide you with a better service and speed up the booking process. You will not have to present your proof of status every time you book and will be able to have your tickets issued to you immediately. Those requiring access to a free carer ticket do have to complete the register.

How do I apply?

You can join the Access Requirement Register by filling in a registration form available from the Box Office or on our website (www.belgrade.co.uk/your-visit/access). Please note free carer tickets will only be available to those on the Access Register. An application can be completed by either the person with the disability or by the carer if they will be booking tickets on behalf of the disabled person regularly. If you are a carer who cares for more than one individual, you will need to apply separately for each person you assist. Section A and Section B will need to be filled out on all applications. Section C need only be filled out for customers who require a free carer ticket.

Do I need to show proof of my eligibility?

Yes, but the benefits of being on the Access Register are that you only need to provide proof once. We require different proof for different benefits. Please see overleaf for a complete list of evidence types that we accept.

For discounted disabled tickets:

- A valid Access Card by CredAbility.
- A letter confirming receipt of Disability Living Allowance or Personal Independent Payment.
- A valid Local Authority Mobility Card/Pass.
- A Disabled Person's Railcard.
- Local Authority Registration Cards for Visual Impairments or certificate.
- A relevant doctor's note (valid for at least six months).

For free carer tickets:

- A valid Access Card by CredAbility that displays the "+1" symbol.
- Award letter for Personal Independence Payment - Enhanced Rate Daily Living or Mobility Component
- Award letter for Disability Living Allowance - Highest Rate Care Component or Higher Rate Mobility Component
- Award letter for Disability Living Allowance - Middle Rate Daytime Care Component
- Award letter for Attendance Allowance - Higher Rate
- A certificate or card of Visual Impairment

We recognise that the evidence listed above is not definitive. In exceptional circumstances, a person not receiving the appropriate level of one of these benefits might still be entitled to a free ticket for a carer. Please use the space on the application form to tell us about your circumstances. Please ensure that you only send **copies** of your proof of eligibility, as all evidence documentation will be securely destroyed once your application has been processed.

Renewal of Access Register

Our Access Register will be updated every three years or earlier if the disability is a temporary one. We will contact you before its expiry, and if you wish to renew, you will need to complete a further application. If we don't hear from you, your entry on the register will be deleted.

SEN Schools, Carehomes and Charity Support Groups

Proof of eligibility for each individual is not required. Still, we will need you to produce a letter from your organisation on letterhead that explains this is for the group you are booking for and that Carers are required for one to one support for the individuals. We do also need you to do a risk assessment before your visit.

More information?

The Belgrade is committed to making the Theatre accessible to all. Further details on how we do this can be found on our [website](#), where an Access Guide can also be downloaded. If you have any questions regarding this application, please contact Box Office on **02476553055**, or email Access@belgrade.co.uk or BoxOffice@belgrade.co.uk

Data Protection

The Belgrade Theatre is required to store the information provided in this application form in order to administer the Access Register. All information is stored securely on our box office database and will never be shared with any third parties. You can request updates or deletion from this database at any time by using the contact details above.

Entry onto the register and decisions regarding free tickets and discounts are entirely at the discretion of The Belgrade Theatre. The Belgrade Theatre reserves the right to make changes to this Policy as it sees fit

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