

# BELGRADE THEATRE

## Access Register Information Sheet

### What is the Access Register?

The Access Register is a scheme whereby we collect access requirement information from disabled patrons to assist them further during their visit with us. Whether it's providing a sound enhancement headset for those with hearing impairments, a touch tour for someone with sight loss or accessible seating for those with mobility difficulties, we will always try our hardest to accommodate any access needs. We also offer a free ticket to enable anyone on the register who cannot attend a show without an essential companion. Once registered, the applicant will remain on the register for three years, meaning they only need to provide proof of eligibility once during this time.

### Why should I apply?

The requested information on the Access Register application form will help us find the best available seating for you quickly and easily and help save time with future bookings. If the applicant's circumstances mean that they require an essential companion, then only those registered on the Access Register scheme will qualify for any free essential companion tickets. The eligibility conditions for an essential companion are: they must be physically able to assist the patron they are supporting in accessing the theatre's facilities, remain with them at all times, and assist in the unlikely event of leaving the building in an emergency.

### How do I apply?

You can join the Access Register by filling in an application form from the Box Office or our website ([www.belgrade.co.uk/access](http://www.belgrade.co.uk/access)). If you are a companion that cares for more than one individual, you will need to apply separately for each person you assist.

### Do I need to show proof of my eligibility?

Yes, here is a complete list of evidence types that we accept. Please provide copies of any letters dated within the last 12 months to confirm entitlement.

- A valid Access Card by CredAbility.
- A letter confirming receipt of Disability Living Allowance or Personal Independent Payment.
- A letter confirming receipt of Attendance Allowance.
- A letter confirming receipt of Carers Allowance on behalf of the named applicant.
- A valid Local Authority Mobility Card/Pass (Blue Badge).
- A Disabled Person's Railcard.
- A local authority certificate or registration card for Visual Impairment.
- A relevant doctor's note (valid for at least six months).

We recognise that the evidence listed above is not definitive. In exceptional circumstances, a person not receiving the appropriate proof of disability might still be entitled to entry onto the access register. Please use the space on the application form to tell us more about your specific circumstances in this scenario. 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**

We will contact you before its expiry, and if you wish to renew, you will need to complete a further application form. Your entry on the register will be withdrawn if we don't hear from you.

### **SEN Schools, Care Homes and Charity Support Groups**

Proof of eligibility for each individual is not required for these groups. However, we request you to provide us with a letter from your organisation on letterhead that explains the access needs of your group or service users and the promise that essential companions are attending to provide one-to-one support for these individuals in your care. We will also need you to conduct 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 and for any access Register specific questions, please don't hesitate to contact us on **02476553055** or email [access@belgrade.co.uk](mailto:access@belgrade.co.uk) or [boxoffice@belgrade.co.uk](mailto:boxoffice@belgrade.co.uk).

### **Data Protection**

The Belgrade Theatre must store the information provided in the application form 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 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 change this Policy as it sees fit.**

*- Information Last Reviewed and Updated: June 2022*