

Access List Application Form

Any information you provide will be recorded on your customer record to assist with future bookings and to help meet your needs when attending our venues. In addition, you may be eligible for a free Personal Assistant Ticket when attending events at our venues.

Personal Assistant (PA) Tickets

A free ticket for a personal assistant (PA) is available for any D/deaf or disabled person who wishes to purchase a ticket to an event or performance and would be unable to attend without the help of their personal assistant. A disability is defined by the Equality Act 2010 as:

A physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

- '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.

You can find more details here www.gov.uk/definition-of-disability-under-equality-act-2010

A personal assistant or companion must be **at least 16 years of age, and must be 18+ to supervise anyone aged 14** or under as our building policy is that young people aged 14 and under must be supervised by an adult. The PA must be able to assist the Deaf or disabled person to access the venue and its facilities, remaining with them to ensure their wellbeing and comfort. **Anyone designated as a PA must be able to assist the person to leave the building in the event of an emergency.**

You will need to provide proof of eligibility to make bookings with a free personal assistant ticket. Please ensure that you send photocopies of documents only as these will be securely destroyed in accordance with current GDPR regulations once your application has been processed. Please feel free to blackout information that relates to the amount of benefit paid or health conditions that might be on documents that you do not wish us to see.

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 wish to apply on behalf of an **organization or group**, please contact groupbookings@reading.gov.uk

How to apply?

By Email: Send this completed form with a copy of the required evidence to Accessthearts@reading.gov.uk

By Post: Send your completed form and evidence to: Access Scheme, Box Office, The Hexagon, Queens Walk, Reading, RG1 7UA

By Phone: Our team are happy to assist you to complete your application form over the phone 0118 960 6060 (10am-5pm weekdays) Please note that if you are also applying for Personal Assistant tickets (Section B) you will need to send your supporting documents via email or post to the above addresses before we can process your application.

Terms and conditions for booking access tickets can be viewed here <https://whatsonreading.com/access-bookings-terms-conditions>

***Sections must be completed**

***Are you filling this form out on somebody else's behalf?** ☐ Yes ☐ No

If **yes**, please provide your details here and you will be set up as the account facilitator and be able to book tickets on the applicants' behalf. Please then continue to fill out the rest of the form with the applicant's details.

Name of Facilitator			
Address			
Tel		Email	

If applying for multiple applicants, please complete a separate application for each eligible individual.

If you are not an existing Reading Arts customer a new account will be created for you. A link will be sent to the email address provided to register the account online.

If **no**, and you are applying to be on the access scheme yourself, please only fill out the above section if you will have somebody booking tickets on your behalf. If not, and you will be booking tickets yourself, please skip the above section and continue to fill out your details below:

***Applicant Details**

Name of Applicant			
Address			
Tel		Email	

If you are not an existing Reading Arts customer a new account will be created for you. A link will be sent to the email address provided to register the account online.

***ACCESS REQUIREMENTS (Please select all that apply)**

- ☐ I'm a wheelchair user (standard size) **OR**
- ☐ I'm a wheelchair user with large or electric wheelchair (recommended for wheelchairs larger than W 60cm, H 100cm, D 100cm)
- ☐ I'm a wheelchair user but prefer to transfer to seat on the end of an aisle
- ☐ I require step free access ☐ I can access the Stalls (Max 12 steps)
- ☐ I need easy access to toilets ☐ I have an assistance dog*
- ☐ I need a central seat ☐ I'm D/deaf or hard of hearing
- ☐ I need an aisle seat - left leg near aisle ☐ I need an aisle seat - right leg near aisle
- ☐ I need to be close to the stage (front 4 rows)
- ☐ I need hearing enhancement (Headsets/Neck Loops)
- ☐ I'm blind or visually impaired
- ☐ I need to be accompanied by a Personal Assistant during my visit and am eligible for free personal assistant tickets
- ☐ I have an access requirement not listed here (Must provide details below)

*If you are bringing an assistance dog to an event, please inform us via email or telephone.

Please provide any additional information you think might be useful for us to know below

- ☐ *Please tick the box to consent to Reading Arts retaining your information for the purposes of assisting with future bookings.

Proof of Eligibility

A photocopy or scan of one of the following documents (either in date or dated within the past 12 months) means you are eligible for a free personal companion 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) e.g., CVI, BD8 or letter from medical professional
- ☐ Recognised Assistance Dog ID card
- ☐ CredAbility/ Nimbus Access Card (**with +1 icon**)
- ☐ None of the above - 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 with you use the space below to tell us:

--

People who intentionally give false information will be removed from the Access Requirement Register.

Once your application has been processed any proof of eligibility that we have received will be destroyed in accordance with current GDPR regulations. We will retain the information provided to us on your application form to assist with future bookings. We will not share your data with any third-party organisations.

All bookings made using the free personal assistant ticket offer are strictly monitored and bookings may be amended or cancelled if they breach these terms. We reserve the right to revoke membership, and entitlement to free personal assistant tickets, to any access scheme member if they, or their facilitator, are found to be deliberately misusing this facility.