

Access List Application Form

The Access list has been created to improve our service to you. Anyone can join and the information 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 has purchased 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 www.gov.uk/definition-of-disability-under-equality-act-2010

The PA must be able to assist the D/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 completed form to Accessthearts@reading.gov.uk

By Post: Send your completed form 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.

Please allow 14 days for your application to be processed (21 days if sent by post).

SECTION A - PERSONAL DETAILS

Please provide details for the person who has access requirements.

Name			
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 can be updated at any time on your online account.

ACCESS REQUIREMENTS (Please select all that apply)

- I'm a wheelchair user
- 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 (**Section B must be completed**)
- I have an access requirement not listed here (Please provide details below)

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.

Tick below which accessible performances you are interested in hearing about via email:

- Signed Performance
- Relaxed Performance
- Captioned Performance
- Audio description
- Touch Tour

The information on this form will be retained by Reading Arts for the purposes of assisting with bookings and planning our service. For your convenience we will register your details for a minimum of 1 year, you can request to be removed from the access list at any time by contacting Reading Arts. We will not share personal data with any third-party organisations without your permission.

SECTION B - PERSONAL ASSISTANT TICKETS

This section is to be completed by customers who would be unable to attend without a carer or essential companion who may be entitled to a complimentary ticket for their personal assistant (PA) when attending an event.

- I have a disability as defined by the Equality Act (2010) and I am the named person in Section A
- OR**
- I will be booking on behalf of the person named in Section A who has a disability as defined by the Equality Act 2010 (Please provide your details below)

Name			
Address			
Tel		Email	

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

A photocopy or scan of one of the following documents (either in date or dated within the past 12 months) 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) e.g., CVI, BD8 or letter from medical professional
- Recognised Assistance Dog ID card
- CredAbility 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:

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Signed		Name		Date	
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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.