

Access Register

Joining Form

THE GRAND
THEATRE | BLACKPOOL

We want to make your visit to The Grand Theatre as easy and comfortable as we can, by joining our Access Register this will help us ensure we deliver the best possible experience for you.

Registering will also allow you to book Captioned, BSL, Relaxed and Audio Described performances online.

If you need someone to accompany you, joining the Register will enable you to book a free Personal Assistant ticket for the theatre shows at no extra charge.

Registering will help us to process your bookings quickly and easily; you only need to provide details of your requirements once, rather than every time you book. We will also be able to provide you with the relevant information about our access facilities, by email or post.

How to register

This form has **4 sections**

Do you require a complimentary personal Assistant / essential carer's ticket?

YES

Complete sections **A, B, C, and D**

NO

Complete sections **A, B and D**

[Section C need only be filled out for customers who require a companion/carers (Personal Assistant) to come to the venue with them; this section of the form requires you to provide proof of eligibility. Please ensure that you send **PHOTOCOPIES** of documents **ONLY** as submitted paperwork will be securely destroyed once your application has been processed. Blackpool Grand Theatre does not guarantee that accessible seats will be available at every performance.]

Return your completed form to **box@blackpoolgrand.co.uk** or post to **Grand Theatre, Access Register (Box Office), 33 Church Street, Blackpool, Lancashire FY1 1HT.**

This application can be made by either the person with a disability or by the Personal Assistant (essential carer) if they will be booking tickets on behalf of the person with a disability. If you are a Personal Assistant who cares for more than one individual you will need to apply separately for each person you assist. This form should **NOT** be completed for **GROUPS** or **ORGANISATIONS**.

FAQs

Is there a membership card?

No, you will not receive, or need to show a membership card. Once registered, your details will be held on your customer record so you only need give us your name and postcode when booking.

Can I still access disabled concessions without registering?

Yes - although registering will make the process of booking online available and make booking quicker and easier. You will however need to register to obtain a Personal Assistant ticket. This will need to be done in advance of your visit.

Your privacy

Blackpool's Grand Theatre is committed to protecting your privacy. We would like to register you and retain your information. The information you supply for the Access Register will be held securely in compliance with the General Data Protection Regulation. We will not share your data with any third party organisations. If submitting supporting evidence of entitlement to Personal Assistant tickets, no physical or electronic copies of these documents will be stored once your application has been processed. For further information see our Privacy Policy at **blackpoolgrand.co.uk/privacy**, or contact **box@blackpoolgrand.co.uk**

What do I do if I need a Personal Assistant to accompany me but don't have any of the supporting evidence listed on this form?

Please tell us about your circumstances on the application form. Applications will be judged on a case-by-case basis.

What if my requirements change?

Please contact us on 01253 290 190 or email **box@blackpoolgrand.co.uk**

Section A - All applicants to complete this section

Name of Person with a Disability:

Address Line 1:

Address Line 2:

Town/City: Postcode:

Contact Telephone Number:

Email Address:

Name of ticket purchaser (if different from above):

Address Line 1:

Address Line 2:

Town/City: Postcode:

Contact Telephone Number:

Email Address:

I confirm that I am aged 18 years or over

I hold guardian/parental responsibility for and am signing on behalf of a child under the age of 18

I am signing this form on behalf of a vulnerable adult or other disabled person

Please tick to receive information from Blackpool Grand Theatre by email:

Please tick to receive information from Blackpool Grand Theatre by post:

Please tick to receive information from Blackpool Grand Theatre by phone:
(Please be aware if we are unable to contact you in 'any way' we may not be able to inform you of important information/announcements.)

Section B - Access Requirements. All applicants to complete this section

Your Access Requirements - Please Tick all that apply

- | | |
|--|---|
| <input type="checkbox"/> I must be accompanied by a Personal Assistant (essential carer) during my visit
(Section C must also be completed) | |
| <input type="checkbox"/> Wheelchair space | <input type="checkbox"/> BSL Interpreted Performance |
| <input type="checkbox"/> A bigger space for a larger Wheelchair
(note: Class 3 not permitted) | <input type="checkbox"/> Aisle seat - RIGHT leg near the aisle |
| <input type="checkbox"/> Storage of walker / other equipment | <input type="checkbox"/> Aisle seat - LEFT leg near the aisle |
| <input type="checkbox"/> No stairs / steps to negotiate | <input type="checkbox"/> infrared hearing enhancement
(Headset) |
| <input type="checkbox"/> Space for assistance dog in the
auditorium | <input type="checkbox"/> Assistance dog - sitting service |
| <input type="checkbox"/> Captioned Performance | <input type="checkbox"/> Chilled Performance |
| <input type="checkbox"/> Audio Described Performance and
Touch Tour | <input type="checkbox"/> Relaxed Performance |
| <input type="checkbox"/> Guided Assistance
(From foyer to seat, drinks) | <input type="checkbox"/> Other additional needs
(please state below) |

Additional needs

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

If you would like to receive our Seasonal Brochure in an alternative format, please indicate below;

- | | |
|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Large Print | <input type="checkbox"/> Audio mp3 |
|--------------------------------------|------------------------------------|

If you have anything you would like to discuss further, please write your question below and one of our team will contact you.

If you DO NOT require a Personal Assistant ticket, please skip to Section D

Section C - Personal Assistants (Essential Carers) Only complete if needed

This section **ONLY** requires completion if you need help from another person in order to move safely around Blackpool Grand Theatre, and wish to apply for a complementary Personal Assistant ticket when you attend the theatre.

Proof of eligibility required for a free Personal Assistant ticket

A photocopy or scan of **ONE** of the following documents (dated within the past 12 months if DLA, Attendance Allowance or PIP) makes your Personal Assistant eligible for a free ticket when available.

Please tick the box to the relevant evidence you are submitting:

- | | |
|---|---|
| <input type="checkbox"/> Front page of DLA letter (the annual increase and Christmas bonus letters are also accepted) | <input type="checkbox"/> Disabled Identification Card |
| <input type="checkbox"/> Front page of Attendance Allowance letter | <input type="checkbox"/> Recognised Assistance Dog ID card |
| <input type="checkbox"/> Front page of PIP letter | <input type="checkbox"/> Access Card (with 1+ symbol) |
| <input type="checkbox"/> Evidence that registered severely sight impaired (blind) | <input type="checkbox"/> None of the above - sending alternative evidence |
| <input type="checkbox"/> War Disablement Pension | |

Please feel free to black out any information that relates to the amount of benefits paid or health conditions that might be on the documents submitted that you do not wish us to see.

You may be entitled to concession rate tickets for certain shows (e.g. over 65s, student, Under 18s, Under 26s etc.) These are subject to status and availability.

Sending alternative evidence

Blackpool's Grand Theatre recognises that the evidence listed above is not definitive. If you do not have any of the above evidence and require a Personal Assistant to attend the venue with you, please use the space below to tell us why.

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. Your application will be judged on a case-by-case basis.

If you wish to submit any additional evidence to support your statement, please list it in the space below and attach it with this form.

Section D - Declaration

I have a disability as defined by the Equality Act (2010)

Signed: _____

Print Name: _____

Date: _____

Please tick this box if you are filling in this form on behalf of someone else.

Submitting your form

You can email your completed form (and supporting documents) to **box@blackpoolgrand.co.uk**

Or, post your completed form (and supporting documents) to:

**Grand Theatre
Access Register (Box Office)
33 Church Street
Blackpool
Lancashire FY1 1HT**

If you have any questions about this process or if you require this form in an alternative format such as a large format document, please contact us on **01253 290 190** or email **box@blackpoolgrand.co.uk**

Terms and conditions

We retain the right to review, amend or withdraw the Access Register and revoke Access registration if the customer's eligibility changes.

We will require proof of eligibility for complementary Personal Assistant tickets, and further details can be found on the registration form. Customers who intentionally give false information will have their registration revoked.

Complimentary Personal Assistant tickets are available at Blackpool Grand Theatre's discretion to those who need assistance to move safely around the venue. Anyone designated as a Personal Assistant must be able to assist the person they are attending with, with both their access requirements whilst in the building, and to leave the building in an emergency.

While we will always do our best to seat you in the most appropriate area for your requirements, we cannot always guarantee that ideal seats and / or wheelchair spaces will be available, especially at short notice. We would recommend booking as far in advance as possible.

By joining the Access Register and purchasing a disabled concession or Personal Assistant ticket(s) you agree that the ticket(s) will only be used by a disabled person (as defined by the Equality Act 2010) and their Personal Assistant/Carer.

An application to join the Access Register can be made either by the person with a disability or by a Personal Assistant if they will be booking tickets on behalf of the person with a disability. If you are a Personal Assistant who cares for more than one individual, you will need to apply separately for each person that you assist.

Our standard terms and conditions of sale apply to all bookings.

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