

TRAFALGAR  
ENTERTAINMENT



## TE ACCESS MEMBERSHIP

Are you already registered as an Access Member with ATG Tickets?  Yes  No

If yes, what is your customer number? \_\_\_\_\_

### YOUR DETAILS

Joining the TE Access Membership Scheme will allow you to book concession tickets online, by phone and in person. The benefits of the scheme are available to members only, however TE will always make reasonable adjustments for access customers.

If you have any difficulty filling out this form, please email [access@trafalgarentertainment.com](mailto:access@trafalgarentertainment.com) for assistance.

Please tick this box if you are booking tickets on behalf of another person.

If so, please state the access patron's name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Daytime Phone/Text Phone: \_\_\_\_\_

Evening Phone/Text Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

What would be your preferred way of booking?

via the website  via Email  via the contact centre  via the box office directly

## ACCESS REQUIREMENTS

Please provide the following information so we can ensure you get suitable seats and reasonable adjustments for your requirements.

1. Do you use a wheelchair?  Yes  No

Power or manual?  Power  Manual

Are you able to transfer from your wheelchair to theatre seats?  Yes  No

Please note, due to the dimensions of our lifts, we are only able to accommodate a small wheelchair with dimensions up to 25" or 65cm width and 43" or 110cm length. Due to weight restrictions, we can accommodate a combined weight of 225kg maximum. We are unable to accommodate mobility scooters.

2. Are you deaf or hearing-impaired?  Yes  No

3. Will you be using our hearing devices?  Yes  No

We currently have a Radio Hearing Enhancement System available as an in-ear device or as a necklace to work in conjunction with digital hearing aids.

4. Are you blind or do you have a sight impairment?  Yes  No

5. Will you be bringing an Assistance Dog with you?  Yes  No

Please note, Assistance Dogs will be allowed in to the auditorium with the manager's permission. The staff can also look after assistance dogs during the performance.

6. Do you have any difficulty in climbing stairs?  Yes  No

If yes, are you able to provide further detail? \_\_\_\_\_  
\_\_\_\_\_

7. Do you require a Personal Assistant to accompany you?  Yes  No

If yes, are you able to provide further detail? \_\_\_\_\_  
\_\_\_\_\_

8. Do you have any other relevant needs?  Yes  No

Please provide any details that will help us assist you on your visit: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. If your impairment means you are unable to stand/queue for significant periods of time - for example you have difficulty standing or perhaps find queuing distressing, or have difficulty with the concept of queuing, tell us about that here:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. Do you require a specific type of seat (aisle seat on a specific side, extra legroom...)?  Yes  No

If yes, are you able to provide further detail? \_\_\_\_\_

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11. Would you be interested by our Access performances?

Captioned  Signed Interpreted  Audio-described  No

TE will hold your details, including your name and address, on its database in order to facilitate future bookings and help us meet your access needs. Your access requirements will be listed on your TE and ATG Tickets customer profiles, after which this document will be destroyed. People who intentionally give false information will have their details removed from the Access List. This list is regularly monitored.

## **SUPPORTING MATERIAL** [please tick to indicate which supporting materials you are providing]

We request that you bring some supporting documentation for your membership on your first visit, please provide one of the following:

- |                                                                        |                                                               |
|------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="radio"/> PIP Daily Living Component                       | <input type="radio"/> DLA High or Middle Rate Care Component  |
| <input type="radio"/> Certificate of Visual Impairment                 | <input type="radio"/> War Disablement Pension                 |
| <input type="radio"/> Direct Payments                                  | <input type="radio"/> Social Services Care Package            |
| <input type="radio"/> AFIP (armed forces independence payment)         | <input type="radio"/> Continuing Healthcare Package           |
| <input type="radio"/> Dual Sensory Impairment                          | <input type="radio"/> Blue Badge                              |
| <input type="radio"/> Disabled Railcard                                | <input type="radio"/> CEA Card                                |
| <input type="radio"/> CredAbility Card (Nimbus)                        | <input type="radio"/> National Rail Disabled Persons Railcard |
| <input type="radio"/> Any other International Disability Documentation |                                                               |

## **TERMS AND CONDITIONS**

The Access Membership Scheme allows our customers with access requirements and their companions to purchase discounted ticket(s). It also aims to assist our access customers in booking tickets and helps us to understand their specific needs. Customers wishing to take advantage of the Access Membership Scheme discounts are required to join our free Access Membership Scheme. By joining the Access Membership Scheme and purchasing a discounted ticket(s) you agree that the ticket(s) will only be used by a disabled person (as defined by the Equality Act 2010) and his/her companion.

Access Membership Scheme discounted ticket(s) are subject to availability and may not be available for certain Events. Discounts are not available on premium seats.

The Access Membership Scheme is open to anyone who is restricted in their ability to access the services provided in venues owned or operated by TE. We will require proof of eligibility to join the Access Membership Scheme and further details can be found on the registration form. Customers who intentionally give false information will have their Access Membership revoked and will be removed from the Access Membership Scheme. We retain the right to review, amend or withdraw the Access Membership Scheme at any time, revoke Access Scheme Membership if the customer's eligibility changes and to require customers to re-apply for a new Access Scheme Membership after review.

Our standard terms and conditions of sale apply to all bookings, a full copy of which is available at the Box Office or on our website [www.atgtickets.com/terms-and-conditions](http://www.atgtickets.com/terms-and-conditions)

Please tick this box to confirm that you have read, understood and accept the terms and conditions of sales and the processing of your personal data in accordance with the TE and ATG Privacy Policy.

Please tick this box if you would like to subscribe to the Trafalgar Entertainment Newsletter to hear about our shows.

Can we send you pre-visit information and details of our access services?  Yes  No

Please return this completed form to: [access@trafalgarentertainment.com](mailto:access@trafalgarentertainment.com)