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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| As an Access Member you will be able to book tickets online, over the phone or in person at ATG venues without needing to provide the details of your access requirements each time.  If you have any questions, full details of the Access Membership Scheme and contact details are available on our website’s Access pages <https://www.atgtickets.com/access/contact-us/> or please call our dedicated Access Booking line on 0800 912 6971.  If you would like to register for Essential Companion tickets please check the proof of eligibility requirements before completing this form, as you may need to register via our partners Nimbus Disability. Member Details | | | | | | | | | |
| First Name |  | | | | | | | | |
| Last Name |  | | | | | | | | |
| Address |  | | | | | | | | |
|  |  | | | | | | | | |
| Postcode |  | | | | | | | | |
| Phone |  | | Alt Phone | | |  | | | |
| Email |  | | | | | | | | |
| How do you prefer to be contacted? | | |  | | | | | | | |
|  |  | | | | | | | | |
| Are you already an ATG Theatre Card Holder?  We are asking because, if you are, we can combine your accounts, but this is not necessary to join our Access Membership Scheme.  If you know your Theatre Card membership number please write it here: Access Requirements Tell us your requirements so we can help you find the most appropriate seats.  If you select ‘no specific seating requirements’ you will be able to book any available seats or applicable concessions. If you select any other option we may offer you a limited selection of seating that matches your requirements. | | | | | | | | | |
| Seating Requirements Please tick the options you require, indicating priority if selecting more than one. | | | | | | | | | |
| No specific seating requirements | | |  | | | | | | |
| Wheelchair position. Please note each venue is different and maximum dimensions will be displayed on the seatmap and your ticket. | | |  | | | | | | |
| Accessible seat to transfer from a wheelchair | | |  | | | | | | |
| Seats with step-free access | | |  | | | | | | |
| Seats with as few steps as possible. Please tell us more in the comments box below. | | |  | | | | | | |
| Seats reserved for people who are partially sighted | | |  | | | | | | |
| Seats with good signal for audio description | | |  | | | | | | |
| Seats with good signal for hearing assistance | | |  | | | | | | |
| Seats with a good view of the BSL interpreter | | |  | | | | | | |
| Seats with a good view of the captions display | | |  | | | | | | |
| Aisle seat | | |  | | | | | | |
| Seats with extra space for guide dog or medical equipment | | |  | | | | | | |
| Seats close to an entrance or exit | | |  | | | | | | |
| **Assistance Dogs** | | | | | | | | | |
| I’d like the venue team to look after my Assistance Dog during the show. | | | | | | | | |  |
| I’d like my Assistance Dog to stay with me during the performance. | | | | | | | | |  |
| Our team may contact you to discuss or amend your booking, to ensure you are seated somewhere suitable if you would like your dog to remain with you. | | | | | | | | | |
| If you have any additional comments or other access requirements you would like to tell us about, please do so in the space below. This information will be shared with the team taking your booking and the Front of House team working during your visit. | | | | | | | | | |
| Assisted performances Would you like to receive marketing information on upcoming access performances, by email? This includes audio described, captioned, BSL interpreted and relaxed performances. | | | | | | | | | |
| Yes | |  | | | | | | | |
| No | |  | | | | | | | |
| Access Prices Please select the box if you would like to register for the use of discounts or concessions. This is available exclusively to people with a disability, as defined by the Equality Act (2010). | | | | | | | |  | |
| As proof of eligibility for Access Prices we request that you provide us with a copy of one of the following documents. You can either send a copy of the document to our management team via secure online form or bring the original document to Box Office in your local venue. | | | | | | | | | |
| Access Prices Proof of Eligibility Documents | | | | | | | | | |
| 1. The Access Card from Nimbus Disability 2. Hynt Card 3. CEA Card 4. UK Disabled ID Card / DID Card 5. National Rail Disabled Persons Railcard 6. Disabled Person’s Freedom Pass 7. Local travel pass for disabled customers 8. Blue Badge 9. Certificate of Visual Impairment or Dual Sensory Impairment 10. Confirmation in writing that you are Deaf or use a hearing aid 11. Assistance Dog ID Book 12. Front page of Disability Living Allowance at any rate 13. Front page of Personal Independence Payments (PIP) at any rate 14. War Disablement Pension or War Pensioner’s Mobility Allowance 15. AFIP (Armed Forces Independence Payment) 16. Continuing Healthcare Package letter 17. Employment and Support Allowance or Severe Disablement Allowance letter 18. Attendance Allowance letter 19. Direct Payments award for reasons of disability 20. Social Care Package award for reasons of disability 21. An official, signed document or letter from a GP, social worker, nurse or other medical professional confirming a disability as defined by the Equality Act 2010. | | | | | | | | | |
| If you do not have one of the above you may wish to apply for the fully transferable Access Card, accepted by a wide range of organisations for a small charge, or if you prefer, a free registration which links exclusively to ATG venues.  <https://www.accesscard.org.uk/atg-registration/>  We may be able to accept equivalent documents or ID cards. It must clearly identify it belongs to you personally and that you have a disability as defined by the Equality Act (2010). Please be aware it may take us longer to process your registration if the document is not clearly equivalent with those listed above, as our staff may need to seek advice. | | | | | | | | | |
| Personal Assistant or Essential Companion Tickets Please select the box to the right if you are applying for the use of personal assistant or essential companion tickets. | | | | | | | | |  |
| If you require support from a personal assistant or essential companion we will provide a ticket at no additional cost or in some venues, a reduced price. By accepting this ticket your companion, who must be aged 16 or over, accepts responsibility for providing the additional support you require to access our venues and services, including in an emergency situation or evacuation, and must be capable and available to provide this support throughout your visit.  Proof of eligibility is administered by Nimbus Disability on our behalf. You can choose to apply for the fully transferable Access Card, accepted by a wide range of organisations for a small charge, or if you prefer, a free registration which links exclusively to ATG venues. <https://www.accesscard.org.uk/atg-registration/>  We will abide by decisions on eligibility made by the Access Card team.  The Access Card is preferred because it reduces the sensitive personal data you share with us, and enables a consistent approach between ATG and other similar organisations too. There are a small number of exceptions where ATG will process Essential Companion registrations directly, outlined in the list below. Please note the CEA card can only be accepted at the Nova Cinema in Woking. | | | | | | | | | |
| Essential Companion Proof of Eligibility Documents | | | | | | | | | |
| 1. The Access Card from Nimbus Disability with **+1** symbol. 2. War Pensioners' Mobility Allowance, Constant Attendance Allowance or War Disablement Pension for 80% or more disability. 3. CVI Certificate or evidence of Dual Sensory Impairment or an equivalent signed letter or document from a medical professional indicating you would qualify for this registration. 4. Evidence of receipt of Attendance Allowance. 5. Hynt Card. 6. I am a wheelchair user for reasons of disability. | | | | | | | | | |
| Permission | | | | | | | | | |
| If you would like us to discuss the details of your booking, including payment, with your personal assistant or essential companion or another person, please provide their details here. | | | | | | | | | |
| Companion First Name |  | | | | | | | | |
| Companion Last Name |  | | | | | | | | |
| Relationship to you |  | | | | | | | | |
| I give permission for the Ambassador Theatre Group to discuss the details of my booking with this person. | | | |  | | | | | |
|  | | | | | | | | | |
| If you would like us to discuss the details of your booking, including payment, with a second person, please provide their details here. | | | | | | | | | |
| Companion First Name |  | | | | | | | | |
| Companion Last Name |  | | | | | | | | |
| Relationship to you |  | | | | | | | | |
| I give permission for the Ambassador Theatre Group to discuss the details of my booking with this person. | | | | |  | | | | |
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| Terms and Conditions ATG’s Access Membership Scheme is open to any disabled person (as defined by the Equality Act 2010) who is restricted in their ability to access the services provided in venues owned or operated by ATG.  The Ambassador Theatre Group 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. The details given in this form will be listed on your ATG customer profile, after which this document will be permanently deleted.  We require proof of eligibility to utilise certain aspects of the Membership Scheme as detailed in the registration form. Customers who intentionally give false information will have their Membership permanently revoked. We retain the right to review, amend or withdraw the Access Membership Scheme at any time, revoke Membership if the customer’s eligibility changes and to require customers to re-apply for a new Access Membership after review. The scheme is constantly monitored and reviewed.  A full description of the Access Membership Scheme is available on our website: <https://www.atgtickets.com/access/access-scheme/>  Our Terms and Conditions of sale apply to all bookings, a full copy of which is available on our website: [www.atgtickets.com/terms-and-conditions](http://www.atgtickets.com/terms-and-conditions) | | | | | | | | | |
| Consent  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 [ATG Privacy Policy](https://www.atgtickets.com/legal/privacy-policy/2020-11-17/), available at: [www.atgtickets.com/legal/privacy-policy/](http://www.atgtickets.com/legal/privacy-policy/) | | | | | | |  | | |
| Please return this completed form to: In person at any ATG venue Box Office; please bring your proof of eligibility with you.  By post to ATG Access, Customer Contact Centre, Sunderland Empire, High Street West, Sunderland, SR1 3EX. Please **do not** post your proof of eligibility; this can be submitted via secure online form later.  For any questions please call our dedicated Access Booking Line **0800 912 6971.** | | | | | | | | | |