



Yvonne Arnaud Theatre - Access List

Contact Information

First Name *(if you are applying on behalf of someone else, please use your details):*

Last Name:

Contact Number *(this will only be used to contact you about a change in your booking - show cancellation, reschedule etc.):*

Address:

Post Code:

Contact email:

Access Requirements (please mark all that apply for you):

- Wheelchair user and stay in wheelchair
- Transfer from wheelchair to theatre seats
- Registered disabled
- Require an essential companion/personal assistant
- Require step-free access to a seat
- D/deaf or hard of hearing and require captions
- D/deaf or hard of hearing and a BSL user
- Require Audio Description
- Require Audio Enhancement
- Require a Relaxed Performance
- Require a Dementia Friendly Performance
- Bringing an Assistance Dog, please contact me for more information
- Visually Impaired
- Seats close to the stage
- Other

If you selected **Other** above, please provide more details below:

If you are completing this form on behalf of someone else, please tell us the **name of the person you are applying for** and your **relationship to them (friend, partner etc.)**:

Essential Companion/Personal Assistant

The Yvonne Arnaud Theatre provides a free Essential Companion/Personal Assistant ticket for customers booking an accessible ticket. If you have ticked you require this for your booking, please read the terms and conditions of this scheme below:

Essential Companion/Personal Assistant Responsibilities:

1. Free Essential Companion/Personal Assistant tickets are available to customers who require assistance and would otherwise be unable to attend a performance alone. The Yvonne Arnaud Theatre will not tolerate abuse of the scheme and reserves the right to void tickets and terminate access memberships of those who have claimed fraudulently.
2. The nominated Essential Companion/Personal Assistant must be able to assist the person they are with to access the theatre and its facilities and remain with them throughout the duration of their visit to ensure their wellbeing and comfort. The Essential Companion/Personal Assistant must be physically able to assist the person they are with to safely and efficiently exit the building in an emergency, under the direction of theatre staff.
3. Should accessible parking be required, it is understood that blue badge spaces outside the venue are limited. All spaces outside the venue and in local car parks are managed by Guildford Borough Council, not the Yvonne Arnaud Theatre, and forward planning is highly encouraged to ensure that guests arrive in time for the performance. Theatre staff are not responsible for parking arrangements, nor for locating suitable alternatives if blue badge spaces are full.
4. It is understood that late arrivals may not be admitted into the auditorium until a suitable break in the performance, if at all.
5. The Essential Companion/Personal Assistant is responsible for ensuring that access requirements are communicated to the theatre at the point of booking. It is advised that the Essential Companion/Personal Assistant familiarise themselves with the layout of the venue and the auditorium, to ensure that the person they are with can access their seat and venue facilities. On-the-day changes to accommodate access requirements are in no way guaranteed, and tickets can only be re-allocated based on availability. Refunds are not available if booked seats are inaccessible to the primary guest, and alternatives are not available.

6. If deemed necessary, the Duty Manager at the performance may request to speak to the Essential Companion/Personal Assistant to ensure that evacuation procedures and responsibilities are understood by both parties.
7. The Essential Companion/Personal Assistant understands that they are attending the performance for the benefit of the person they are accompanying, not to watch the performance as a guest. Should the primary guest leave the performance at any point, it is expected that the Essential Companion/Personal Assistant will accompany them to assist to their needs.
8. Failure to adhere to any of the above conditions may result in the free Essential Companion/Personal Assistant ticket being withdrawn from future bookings or the primary access patron's membership being revoked.

These tickets are not available for those accompanying children with a disability, under the age of 16, as our policy is that all children must be under the constant supervision of a parent, guardian, or another responsible adult aged 18 or over. The Access concession is still available to children with a disability, for selected performances.

I have read and understood the terms above and agree to them *(if this box is not ticked, we may not be able to issue an Essential Companion/Personal Assistant ticket).*

Supporting Material

To join our Access List, we ask that you provide a copy of one of the following documents as proof of eligibility to join the scheme and utilise the discounts available.

Please mark which of the supporting materials you will be supplying:

- Front page of DLA/PIP (no specific rate)
- Certificate of Visual Impairment
- War Disablement Pension
- AFIP (Armed Forces Independence Payment)
- Continuing Healthcare Package
- Dual Sensory Impairment
- Blue Badge (both sides)
- Disabled Railcard/Bus Pass
- CEA Card
- Nimbus CredAbility/ Access Card
- Recognised Assistance Dog ID Card
- Document with a '+1' symbol
- Any other International Disability Document

Please send a copy of your supporting materials, along with your completed Access Form to: **Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX.**

Please **do not** send any original documents, only copies.

Thank you for taking the time to complete this form. One of the members of the Box Office team will be in contact once the information has been uploaded to your account.

(All information you provide will be stored securely as per our Privacy Policy and in compliance with the Data Protection Act 2018)

Best wishes,

The Yvonne Arnaud Theatre Box Office (01483 440000 / boxoffice@yvonne-arnaud.co.uk)