

ASSISTED ACCESS

INDIVIDUAL MEMBERSHIP SCHEME

Individual Application Request:

For those who require additional assistance to access the services within the Mayflower Theatre.

Please read the additional information before completing this form.

The disabled person, or their appointed representative, is required to sign this declaration that the person concerned is restricted in their ability to access the services provided at The Mayflower Theatre without assistance within the scope of the Disability Discrimination Act 1995.*

Details of the disabled person:

Details of the person applying – (Please use block capitals)

REGISTERED DISABLED NUMBER: _____

Title _____ First Name _____ Last Name _____

Address _____

Postcode: _____ Text Phone No.: _____

Daytime Phone No.: _____ Evening Phone No.: _____

Mobile _____ Email _____

Which aspect(s) of our service do you believe are not accessible to you without assistance:-

The Data Protection Act requires us to obtain your permission to contact you. If you would like to be added to The Mayflower Theatre mailing list please tick

Please indicate below if you need a particular seat location or service in order to access our facilities. Your preferences will be recorded on your Client Record to assist in future bookings.

Front stalls Seat Wheelchair position Infra red or Induction Loop

Room for an assistance dog Large wheelchair used Signed performance

Audio Described performance Captioned performance Seats for Visually Impaired

Strobic Effects/Pyrotechnic Explosives Other (please specify) _____

If the failure of a piece of our equipment would seriously hamper or make your visit impossible then please inform us:-

Passenger lift Induction Loop Other (please specify) _____

We will endeavour to inform you if one of the above pieces of equipment is out of action and discuss your options. Wherever possible we will keep the disruption to your visit to a minimum.

This declaration will be valid for 2 years from the agreed date of registration. The Mayflower Theatre reserves the right to request further information on the individual requirements of the registered individual, to support their assistance and to prevent against fraud. Membership of the scheme is valid for 2 years, after which you may be required to reaffirm your status.

I confirm that, in order to access the Mayflower Theatre I require the presence of an assistant.

Signed: _____ **Date:** _____

Print Name _____
(If signed on behalf of applicant)

**The Disability Discrimination Act 1995 – A person has a disability if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. Please note that a false application could lead to civil proceedings and/or prosecution for offences under the Theft Act 1968. All tickets are subject to availability at the time of booking. The theatre reserves the right to review the availability of tickets within the scheme, to review a member's eligibility and to revoke that membership following review.*

For Office Use Only

Date Received:

Any additional information requested:

Accepted/Declined:* Date:

*Reason application declined:

.....

Review required on (date):

Signature:



ASSISTED ACCESS

INDIVIDUAL MEMBERSHIP SCHEME

For those who are dependent upon additional assistance to access the services within The Mayflower Theatre.

The Mayflower Theatre is firmly committed to enabling all their patrons to attend theatrical performances equally and with dignity and respect. The Theatre operates this membership scheme for those who, within the scope of the Disability Discrimination Act 1995*, require somebody (referred to hereafter as the essential companion) to be present in order to assist them to readily access the services within the theatre. The membership scheme is not open to or intended for those who simply want a companion or require assistance with transportation to the Theatre.

The essential companion is somebody who is able to support the disabled person in accessing the services of the Theatre that, without their help, would be inaccessible. To ensure their safety, wellbeing and enjoyment of their visit to the Theatre and of those they come into contact with. The essential companion should familiarise themselves with the layout of the Theatre, the location of services and they should liaise with Theatre staff if the disabled person requires assistance and be aware of evacuation procedures should there be a need to evacuate the building. The essential companion is required to attend to the needs of the disabled person at all times whilst on the premises. Theatre staff will advise and aid the essential companion, but cannot be expected to furnish assistance with duties for which the companion is present.

Our Assisted Access Scheme allows members to obtain an additional ticket, half price for their essential companion. To join, the disabled person or their appointed representative will need to complete and sign the application attached and return it to The Mayflower Theatre at the address provided. The details on the form should be those of the disabled person.

You will be informed when you have been accepted into the scheme within 14 working days. Should we require further information then we will inform you of this within the same time frame. Upon receiving the relevant information we will inform you of our decision. We regret that scheme tickets cannot be made available until your application has been processed and we have registered you onto the scheme.

The information you supply to us will help us in providing a better service for you. There is an opportunity on the form for you to tell us about your particular needs or you can include information on a separate sheet if required. For example we need to know if your mobility equipment is an unusual size, shape or is motorised, so that we can allocate the correct amount of space when booking. The information you give us is protected by the Data Protection Act and will only be used for the purpose set out in this document.

If you have difficulty completing this form or would like more information, please contact the Box Office who will be pleased to assist. Completed forms should be sent to: The Box Office Manager, Mayflower Theatre, 22 Commercial Road, Southampton SO15 1GE.

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This information is available in other formats upon request.
For further details please call 02380 711 811