

**LICHFIELD GARRICK THEATRE & STUDIO**

**ESSENTIAL COMPANION REGISTRATION FORM**

**NAME** (Please register in the name of the customer requiring the companion)

**ADDRESS** (including Postcode)

**PHONE NUMBER(S)**

**EMAIL**

Tick here to set-up an online booking account using this email address (if you don’t already have one).

**PLEASE SELECT THE MOST APPROPRIATE DESCRIPTION OF YOUR ACCESS REQUIREMENT**

Manual Wheelchair User Powered Wheelchair User

Blind Or Partially Sighted Accompanied by an Assistance Dog

Deaf or Hard of Hearing Limited Mobility

A mental illness A learning or sensory disability

Please warn me about strobe lighting. Other\*

*\*If you have an access requirement that does not come under one of the above categories, or have any other information that will help us assist you, then please give details here:*

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**ATTACHED COPY OF PROOF OF ELIGIBILITY**

Front page of DLA (Medium or Higher rate)

Front page of Attendance Allowance letter (no specific rate required)

Front page of PIP (no specific rate required)

Evidence that registered severely sight impaired (blind)

Recognised Assistance Dog ID card

Credibility Access Card (with +1 icon)

Other (please state):

**CONTACT PREFERENCES** (please tick):

Would you like to receive updates from Lichfield Garrick by email?

Would you like to receive the Lichfield Garrick brochure by post?

**Please sign to confirm that you have read the relevant information regarding the Essential Companion Register and agree to the stated terms, and that all details provided are correct.**

**SIGNATURE & PRINT NAME**

Are you signing on behalf of the registered customer?

***INTERNAL USE***

*DATE FORM RECEIVED:*

*DATE FORM PROCESSED:*

*STAFF MEMBER PROCESSED:*

*ADDITIONAL INFORMATION:*

*RENEWAL DATE:*

**LICHFIELD GARRICK THEATRE & STUDIO**

**ESSENTIAL COMPANION REGISTER SUPPORTING INFORMATION**

About The Scheme

The Essential Companion Register allows customers who require essential assistance in order to visit the Lichfield Garrick to bring this companion free of charge.\*

How To Register

You can register by filling out the application form, and returning this to our box office, along with proof of eligibility (more information below).

Once your registration has been processed by the team, you can book tickets and automatically receive a free companion’s ticket on the included shows. You can use the scheme when booking online, and only members who have identified to us that they are wheelchair users will be able to book wheelchair spaces online.

Registration is for three years, at which point you will need to renew your membership with a new form and providing proof of eligibility again. We will contact you when it’s time to renew, so please keep us up to date in any changes to your contact details.

Companions

The companion must have responsibility for the registered customer to access the theatre and its facilities, remaining with them where appropriate to ensure their care and safety and must remain with them in the event of an evacuation.

Eligibility

The scheme is open to all customers who cannot attend the theatre under any circumstance without a companion, due to a disability or physical or mental illness that means a visit to the theatre would pose barriers or problems, but we do ask that you provide the following proof of eligibility:

• Front page of DLA (Medium or Higher rate) / Front page of PIP (no specific rate required)

• Front page of Attendance Allowance letter (no specific rate required) / ESA letter

• Evidence that registered severely sight impaired (blind)

• Recognised Assistance Dog User ID card or badge

• CredAbility Access Card holders (with +1 icon)

If you feel you require the scheme, but cannot provide any of the above proof of eligibility, then please get in touch providing any information you may feel relevant.

Please provide a photocopy, a scanned copy or a clear photo of proof with your application form. You can email this to garrick@lichfieldgarrick.com. If you are returning your form in person, we can copy the documents for you if you bring your original documents. We ask that you do not send original documents by post.

Tickets can only be used by the name registered customer, and any attempt to use free tickets by any other party will be refused unless the relevant price can be paid.

Equality Act 2010

Lichfield Garrick Theatre recognises our responsibilities under the Equality Act 2010, and the Disability Discrimination Act within that, to make reasonable adjustments in order to welcome all customers to our venue.

Data Protection

All details provided by the customer is done so for the purposes of administering this scheme and subsequent ticket bookings only. The application for asks for:

* Name, address, phone and email – this information is used for identification, to contact you in case of query or emergency, and also to contact you when it’s time to renew your membership. This is also used for ticket bookings. Every customer is asked a data protection question for marketing, and so we will only send you brochure and emails if you agree to this question, and you can withdraw permission at any point.
* Details of your disability – this is so we can monitor how many people with access requirements are registered on the scheme and attending each show, so we can continue to improve our service. It also helps us to look at assisting you with online bookings, and providing pre-show information such as details about strobe lighting, lift access, obstructions, or any other information that may affect your visit due to your disability. If you have agreed to receive our marketing material, we may contact you about specific access performances (such as signed or relaxed performances) alongside information about our main programme.

All data is stored securely and is only accessed by authorised staff at Lichfield Garrick.

\*We try to include all shows in this scheme, but free companion tickets will not always be available on shows hiring Lichfield Garrick to present their own shows (such as local amateur groups), or events taking place at other venues using our box office as an agency.