



## **Access Requirement Form**

Eleven Arches, believe that disability should not be a barrier to enjoying your visit. A ticket is available at no additional cost to a personal assistant accompanying a disabled person to the show, where it is an access requirement. These may be requested by completing this form.

Please note that Personal Assistants must be able to undertake all access requirements on behalf of their companion. This includes helping their companion down the visitor path, around site and with evacuation of the site if required

### **Part 1: Application Process**

**This is the process by which bookable access facilities can be requested**

- Call our Customer Care line 01388 436 036 to enquire about reserving a seat for yourself and a personal assistant ticket at no additional cost
- Obtain an Order Reference Number for your reservation
- Send us your completed Access Requirement Form (only valid with a ticket reference number) and any supporting evidence
- We will endeavour to respond within 3 working days to confirm your requests
- We will then send you a confirmation email, with advice regarding how to plan your visit

#### **Submitting your form**

- Email your completed form to: [accessibility@elevenarches.org](mailto:accessibility@elevenarches.org)
- Or, post your completed form to: Access, Eleven Arches, Flatts Farm, Bishop Auckland, DL14 7SF
- If you have any questions about this process, contact our Customer Care line 01388 436036

#### **Submitting supporting documents**

When submitting documents to support your application, we ask that if possible you:

- Scan evidence and attach it with your form if emailing
- Photocopy evidence and clip it to a printed form if posting

This helps to speed up the process considerably. Please feel free to black-out any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

### **Part 2: Personal Details**

Order Reference Number:

Name:

Address:

Tel:

Mobile:

Email:



### Part 3. Access Provision Request

Please check the box next to the access provision you would like to book.

A ticket at no additional cost for a personal assistant

### Part 4. Information / Evidence

Evidence is required to gain a personal assistant ticket at no additional cost

#### 1. Eligibility will be considered on receipt of the following evidence

A photocopy / scan of one of the following documents (dated within the past 12 months if DLA or Attendance Allowance) makes you eligible to be considered for any of the above access facilities. Please check the box next to the evidence you wish to submit:

Front page of DLA letter (no specific rate required)

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

Front page of War Disablement Pension

Evidence that registered severely sight impaired (blind)

Recognised Assistance Dog ID card

None of the above (see below)

#### 2. Statement (with option to send alternative evidence)

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for the above access facilities, use the box below to state why you require them:

You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Your application will be judged on a case-by-case basis.

If you wish to submit any additional evidence to support your statement, please list it in the box below and attach it with your form:



#### **Part 5. Access database**

We would like to retain data for your convenience, so that you do not need to re-submit evidence every year. If your application is successful, we can hold your data for a period of 3 years. You can then contact us to rebook access facilities without having to submit a form and evidence. If you would be happy for us to retain the data submitted with this form, please tick this box:

Please note that all collected data will automatically be deleted in 3 years of submission if you do not request access facilities in this time. We will not share your data with any third party organisations.