

Essential Companion Scheme - Organisation Membership

For those who need additional assistance to access the services within the Princes Hall.

Rushmoor Borough Council are firmly committed to enabling residents to participate in all Princes Hall events equally and with dignity and respect.

The Princes Hall recognises that some customers with disabilities may require somebody to be present in order to assist them access their services and facilities. For the purposes of this document and theatre policy, this person / assistant / carer shall be known as an 'Essential Companion'.

We are happy to offer free or reduced price seats to Essential Companions to enable our customers with disabilities to visit the theatre.

We offer a free ticket for an Essential Companion attending with a person with a disability who receives the **higher rate** of the Disability Living Allowance - Care or Mobility Component, the **higher rate** of Attendance Allowance, the **enhanced rate** of the Personal Independence Payment - Daily Living or Mobility Component, holds a **Certificate of Visual Impairment** or holds a **Nimbus Access Card with the +1 symbol**.

...a 50% price reduction on an adult / top price ticket for an Essential Companion attending with a person with a disability who receives the **middle rate** of the Disability Living Allowance - Care Component, the **standard rate** of the Personal Independence Payment - Daily Living Component or the **lower rate** of Attendance Allowance

Please note: If you are in receipt of any other benefit, we regret that you do not qualify for this scheme.

The scheme is not open, to or intended for, those who simply require a companion / friend or require assistance with transportation to the Princes Hall.

An 'Essential Companion' is somebody who is able to help the person with a disability to use and enjoy the services of the Princes Hall, as well as ensuring their safety, wellbeing and enjoyment.

The 'Essential Companion' should familiarise themselves with the layout of the Princes Hall and the location of services. They should liaise with Princes Hall staff if the person with a disability requires assistance and take instructions should there be a need to evacuate the building. The 'Essential Companion' is required to attend to the needs of the person with a disability at all times whilst on the premises.

Our scheme allows boanfide groups and organisations to obtain additional tickets free of charge or at a reduced rate for 'Essential Companions'. To join, the appointed representative of the

Organisation will need to complete and sign the application below, and provide a copy of your organisations most recent visits risk assessment.

The risk assessment should outline care requirements necessary during your visit at the theatre, and should not include travel to and from the venue. Please take into consideration the following when completing your risk assessment:

- Outline any risks that may occur whilst at the theatre.
- Ensure the assessment concentrates on the care needs of the group.
- Attach a covering letter on headed paper from the organisation.
- Include the ratio of group members with disabilities to 'Essential Companions' needed.

As the Princes Hall is a publicly funded organisation, we may require you to provide proof of entitlement for your group members to ensure we are offering you the correct level of concession for the 'Essential Companion'.

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

Please send your completed form, along with a copy of your most recent visits risk assessment to: **Box Office – ECS, Princes Hall, Princes Way, Aldershot, Hampshire, GU11 1NX**

We will endeavour to process your application within 10 working days of receipt and, if you are successful, will advise you of your unique ECS number which should be quoted when booking your Essential Companion ticket. You will not be able to reserve or purchase any free or discounted Essential Companion seats until we advise you of your ECS number. Free or discounted Essential Companion concessions cannot be applied retrospectively to tickets already purchased.

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.

All tickets are subject to availability at the time of booking. The Princes Hall 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.

Once successful, you will need to renew your membership every 3 years, (subject to the continuation of this scheme).

If you have difficulty completing this form or would like more information, please contact the Box Office who will be pleased to assist.

Essential Companion Scheme **Organisation Membership Application Form**

1. Details of organisation	
Organisation / Group name:	
Status: (Charity, Local/Health Authority, Private, etc.)	
Address:	
	Postcode:
Telephone Number:	
Email:	
Contacts: (Those who are authorised to book tickets)	

2. Application type Please tick one of the boxes below, as applicable. <i>If you are in receipt of any other benefit, we regret that you do not qualify for this scheme.</i>	
<input type="checkbox"/>	Group members are in receipt of the higher rate care or mobility component of the Disability Living Allowance / higher rate of Attendance Allowance / Certificate of Visual Impairment / Nimbus Access Card with the +1 symbol and would like to apply for a complimentary seats for Essential Companions.
<input type="checkbox"/>	Group members are in receipt of the middle rate care component of the Disability Living Allowance / lower rate Attendance Allowance and would like to apply for a 50% ticket price reduction on adult / top price tickets for Essential Companions.

3. Please include the most recent copy of your visits risk assessment.	<input type="checkbox"/>
---	--------------------------

4. Ratio of Essential Companions		
<input type="checkbox"/> 1:1	<input type="checkbox"/> 1:2	<input type="checkbox"/> 1:4
<input type="checkbox"/> Other:		

5. Any other information:

Signed:	Date
Print:	

Please send your form and documents to: **Box Office – ECS, Princes Hall, Princes Way, Aldershot, GU11 1NX**

We will endeavour to process your application within 10 working days of receipt and, if you are successful, will advise you of your unique ECS number which should be quoted to qualify for your Essential Companion seat. You will not be able to reserve or purchase any free or discounted Essential Companion seats until we advise you of your ECS number.

Data Protection Notice - Your details will be added to a database of those wishing to receive mail from the Princes Hall. We may share your information with our agents, other Council services and other service providers. You have a right to ask for a copy of the information that we hold and to correct any mistakes.

For Office Use Only

Received on:

Customer Notified by:

Risk Assessment Attached:

Added to System:

Date Approved

Initials: