**Personal Assistant Form**

**Part 1: Application Process**

**This is the process by which bookable access facilities can be requested. Please complete this form and either:**

* Email your form with a scan of your evidence to [boxoffice@scunthorpetheatres.co.uk](mailto:boxoffice@scunthorpetheatres.co.uk)
* Post your form with a photocopy of your evidence to: Access, Baths Hall, Doncaster Road, Scunthorpe DN15 7RG.
* Bring to the Box Office with your evidence during box office opening hours.

Each application will be judged on a case-by-case basis.

Your application will be reviewed, and a decision made on eligibility within 14 days.

Once reviewed you will receive a letter or email from us informing you of our decision.

If you have any questions about this process, contact our Access Team on 01724 296296.

**Access Scheme Terms and Conditions**

* The Access scheme is open to anyone who is restricted in their ability to access the services provided by Scunthorpe Theatres, as defined by the Equality Act 2010. By joining the access scheme, you agree that the ticket(s) will only be used by the individual who has purchased accessible seating and his/her personal assistant as defined by the Equality Act 2010.
* All other ticket purchase Terms and Conditions apply. A copy of these can be requested from the Box Office or can be viewed on our website, [www.scunthorpetheatres.co.uk](http://www.scunthorpetheatres.co.uk)
* By registering with us on our scheme, you can book tickets directly through our Box Office at The Baths Hall. This scheme is separate to Ticketmaster’s own scheme.
* All evidence submitted must show the full letter, including date and be recently dated.
* Membership on the scheme is valid for two years.
* We ask you to renew membership on the scheme, once expired, as we don’t send out reminders
* At our discretion, we may review your membership on our Accessibility Scheme.

**Data Protection**  
North Lincolnshire Council is committed to providing accessible services to the people and communities we serve. The information will be treated confidentially and will help us to make a positive difference. All data supplied by you on this form will be processed in accordance with General Data Protection Regulations (GDPR)/Data Protection Act 2018, and in supplying it you consent to North Lincolnshire Council processing the data for the purpose for which it is supplied. All personal information will be treated in the strictest confidence and will only be used by North Lincolnshire Council or disclosed to others for a purpose permitted by law. Our Privacy Policy can be found on our website. Your data will be kept on file for two years at which point you will need to renew your application. If you would be happy for us to retain the data submitted with this form, please tick this box:  We will not share your data with any third-party organisations.

**Part 2: Personal Details**

Please complete the following:

Name:

Address:

Telephone / Mobile:

Email:

**Part 3. Information / Evidence**

Please provide the following evidence to gain a free personal assistant ticket:

* Front page of DLA/PIP 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
* Access Card (with +1 icon)
* None of the above (see below)

*Please feel free to redact any information that you do not wish for venue staff to see when processing your application.*

Please state if you require a wheelchair position: Yes  No

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for a personal assistant ticket, please use the box below to state why you require this ticket:

You are welcome to post or email copies of any additional evidence that supports your application. 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:

**Signature: Date:**

**Access Scheme Membership** *(to be retained by the customer)*

Scunthorpe Theatres is committed to ensuring the best possible experience for our customers and aim to provide a fair an equal service throughout your experience. This scheme is for customers who cannot attend The Baths Hall or the Plowright Theatre without a personal assistant. Personal assistants are expected to be responsible for the customer with access requirements throughout their visit. A General Emergency Evacuation Plan (GEEP) is available from any member of staff at either venue, on request. If you require a Personal Emergency Evacuation Plan (PEEP), please email [hello@scunthorpetheatres.co.uk](mailto:hello@scunthorpetheatres.co.uk).

**How to book**  
In-person at The Baths Hall Box Office or by calling 01724 296296.

**Membership on the Access Scheme**

Name of Access Scheme member:

Membership review date:

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