

# Joining Wolverhampton Grand Theatre's Access Register

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# WHAT IS THE ACCESS REGISTER?

The Access Register is a free membership scheme at the Wolverhampton Grand. It provides disabled patrons and those with additional needs access to the theatre, through relevant discounts and information regarding our accessible services.

## WHO CAN APPLY?

The access register is open to patrons who require additional support to access the theatre. We ask our customers to remember that not all disabilities are visible.

The Access Register scheme is designed for individuals and care homes, however if you represent a school or organisation who cares for those with additional needs please get in touch with our Outreach Department to discuss other options for your group.

We offer a separate BSL student membership for students who are studying BSL. For further details please contact our Outreach Department.



# WHAT ARE THE BENEFITS OF MEMBERSHIP?

Once received, your application will be considered and your membership processed. You will be assigned one of three Access Levels, each with its own associated discount.

## Access Level 1

Entitles eligible patrons to 10% off one ticket. This access level is often assigned to those who do not require the help of a carer or companion.

## Access Level 2

Entitles eligible patrons to one free carer ticket when purchased with one full price ticket. For example, a wheelchair user who requires a carer/companion will pay full price for their ticket and receive a free ticket for their carer/companion.

## Access Level 3

Entitles eligible patrons with a sensory impairment who do not require a carer, to 25% off up to two tickets.

## Other benefits from becoming a member include:

### Quick and easy booking

Becoming a member will make the ticket booking process easier for you. All essential non-confidential information related to your needs will be added to your account and will allow your booking to be smooth and quick, no matter who in the box office deals with your enquiry.

By logging in with the email address provided on the form you can book seats specific to your needs such as wheelchairs positions and seats held for the best view of interpreter and captioning units.

When booking online with the registered account, your discount will be automatically applied at the payment screen.

### Accessible information

All members can receive information regarding accessible performances relevant to their needs. We produce information in a variety of formats including large print and audio. Appropriate special offers may also be sent out from time to time.

# WHAT ACCOMPANYING DOCUMENTATION IS REQUIRED?

Patrons are asked to provide accompanying documentation as details may be required in order to allocate the most appropriate membership. Patrons without any of the listed documents should still apply, but simply provide as much detail as possible about their disability/impairment and their access needs in relation to attending the theatre.

Where possible a copy of any of the following document(s) should accompany an application:

- Personal Independence Payment Statement (PIP)
- Access Card
- Disability Living Allowance Statement (DLA)
- Attendance Allowance (AA)
- Carer's Allowance

To obtain a free carer, we ask customers to provide evidence of enhanced/higher rate PIP or DLA or a +1 symbol on their access card.

As not everyone is in receipt of these documents, please contact us to discuss your specific requirements.

## Consent

In order for us to be able to make a decision on your entitlement to access membership we need to process information related to your access requirements. This is deemed as sensitive information by the Data Protection Act and to do this we require your consent. For more information on our Privacy Policy and how we process information please see the website. If you do not give consent we will not process your application and all information will be permanently deleted upon receipt. All sensitive information is handled as such and destroyed once processed.

# WHAT ACCESSIBLE PERFORMANCES DOES THE THEATRE PROVIDE?

## BSL Interpreted Performance

BSL Interpreted performances are for deaf or hard of hearing theatregoers who use British Sign Language. An interpreter will stand in a visible position and interpret the spoken and heard elements of a performance.

## Audio Described Performance

Audio description improves access for visually impaired theatregoers. It involves a live verbal commentary on the visual elements of a production during natural pauses in the existing audio. This is transmitted through individual headsets and does not impact on other theatregoers.

Audio described performances also include a free touch-tour prior to the show for visually impaired patrons. Please contact the Box Office for more information.

## Captioned Performance

Captioned performances are for deaf or hard of hearing theatregoers. All audio within a performance is converted into visible text and displayed on electronic screens called captioning units.

## Relaxed Performance

A Relaxed Performance is specially designed and adapted for people who find regular performance settings difficult. They are created to reduce anxiety and create a supportive atmosphere for people with autism spectrum conditions, learning disabilities and other sensory and communication disorders.

## Dementia Friendly Services

Here at the Grand Theatre we are committed to making our venue a dementia-friendly environment. We hold monthly Memory Cafes featuring professional entertainment for those living with dementia and their carers or loved ones. We are also committed to providing dementia-friendly performances of shows in our auditorium.

# TERMS AND CONDITIONS

By requesting to join the Theatre's Access Register you agree and acknowledge the following:

Patrons applying to join the Access Register are doing so in full acknowledgement that they, or the person they are representing, require the access support discounts available and that they will not pass them on to others. To do so may result in the membership being revoked.

Eligible patrons should keep the theatre informed of any changes to their condition and or requirements, in order to assist the theatre in making reasonable adjustments to the relevant services.

Concessions are dependant on the Access level allocated.

Wolverhampton Grand Theatre reserves the right to withdraw concessions at any time.

As a member you can receive theatre access related information. Patrons can select their mailing preferences to receive updates on the theatre's access services, as well as related communications about access performances and offers.

If you wish to join the theatre's main mailing list, you must indicate this on your application form. You will not automatically be added to this list.

In requesting to join the main mailing list you agree to receive details on productions which do not have access services and/or performances where concessions may not apply.

The Grand Theatre's general terms and conditions associated with ticket purchased apply to any ticket purchased with an Access Register membership discount. A copy of these can be found on the reverse of your ticket. These terms & conditions are also available on our website under the 'Your Visit' section.

Patrons with questions or enquiries related to access can contact the Outreach Department.

Your personal data will be treated in confidence in accordance with Data Protection legislation. Your data will not be passed to third parties without your consent.



## Contact Information

Ticket Enquiries

Box Office

Call: 01902 42 92 12

Text-Direct is accepted.

Outreach Department

Call: 01902 57 33 20

SMS ONLY: 07973 83 81 89

Email: [access@grandtheatre.co.uk](mailto:access@grandtheatre.co.uk)

*The access register should be completed by, or on behalf of the person applying for the access services. Applications should be set up in the name of the person stated on the accompanying documentation.*