



## **ACCESS REQUIREMENTS INFORMATION SHEET**

### **What is the Access Requirement Register?**

We are setting up a free Access Requirement Register (ARR) in order to improve our service to you. The information you provide for the Register will help us to find the best available seats for you quickly and easily and having this information on file will also save time when you book in future.

You can join the Access Requirement Register by filling in a form which is available from the Box Office or on our website ([www.trch.co.uk](http://www.trch.co.uk)). Please note free Personal Assistant (essential carer) tickets will only be available to those on the Access Requirement Register, although it is not a requirement for you to join the Access Requirement Register in order to book tickets.

### **How to join our free Access Requirement Register**

An application can be completed by either the person with the disability or by the Personal Assistant if they will be booking tickets on behalf of the disabled person. If you are a Personal Assistant

who cares for more than one individual you will need to apply separately for each person you assist.

Sections A and Section B will need to be filled out on all applications.

Section C will only need to be completed for the customers who require a complimentary Personal Assistant ticket, along with proof of eligibility. Please ensure that you send photocopies only as documentation will be securely destroyed once processed.

You may be entitled to other concessions available on certain shows (such as Over 60s, Registered Unwaged, Student) subject to status and availability. Please contact the Box Office on 0115 9895555 or visit [www.trch.co.uk](http://www.trch.co.uk) for more information.

### **Personal assistants (carer)**

A free ticket for a personal assistant (PA) is available for any deaf or disabled person who has purchased a ticket to an event or performance and would be unable to attend without the help of their personal assistant.

The PA must be able to assist the deaf or disabled person to access the theatre and its facilities, remaining with them to ensure

their wellbeing and comfort. Anyone designated as a Personal Assistant must be able physically to assist the person they are with to leave the building in an emergency.

A free PA ticket is available at the venue's discretion to those who need assistance from another person in order to move around safely within The Theatre Royal and Royal Concert Hall buildings.

### **Proof of Eligibility**

The following forms of evidence make an individual automatically eligible for a free Personal Assistant ticket in addition to their ticket:

- 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
- CredAbility Access Card (with +1 icon)

We recognise that the evidence above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for a free ticket for a personal assistant, complete the Access Requirement Form, Section C, stating why you require a PA. 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.

Applications are assessed on a case-by-case basis

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 blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

### **A disability as defined by Equality Act (2010)**

You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

### ***What does 'substantial' and 'long-term' mean***

- 'substantial' is more than minor or trivial – e.g. it takes much longer than it usually would to complete a daily task like getting dressed

- ‘long-term’ means 12 months or more – e.g. a breathing condition that develops as a result of a lung infection

There are special rules about recurring or fluctuating conditions, for example, arthritis. For more details about the special rules download the ‘Equality Act Guidance’ from [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85010/disability-definition.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85010/disability-definition.pdf)

## **Data Protection**

The Theatre Royal and Royal Concert Hall holds personal and access information about our customers in order to provide the best possible service to you. We will always ask for your consent to hold your details and we will never release any details held on the Access Requirement Register to outside organisations. Please note that telephone calls may be monitored for training purposes.

## **Renewal of Access Requirement Register Card**

We have created a simple renewal form for any customer who has been a member of our Access Requirement Register for three years and their card has, or is about to, reach its expiration date. The renewal process is easy and also offers customers a chance to update any of their details or a change in their personal circumstances.

## **Parking**

The lay-by outside the Royal Concert Hall main entrance on South Sherwood Street (GPS nearest postcode NG1 5ND) can be used for arrival and collection of customers. Parking in the lay-by is not permitted.

Parking spaces for Blue Badge holders are located on Burton Street at the Rear of the Royal Concert Hall (GPS nearest postcode NG1 4BU) and Wollaton Street near the Royal Centre tram stop (GPS nearest postcode NG1 5FW).

The venue has no on site parking however parking is available a short distance from the venue. There are several car parks within a 5 minute walk including Q-Park at Talbot Street, an NCP car park at Trinity Square and the Crowne Plaza Hotel.

## **Further assistance for deaf and hard of hearing people**

Both the Theatre Royal and Royal Concert Hall have an infra-red Sennheiser transmission system to relay sound to customers who require it.

Headsets and Neck Loops are available free of charge from the Access desk in the Theatre or the Cloakroom at the Royal Concert Hall.

If you wish to use this service, we ask that you inform the box office staff when booking tickets so that they can best advise the best areas of the auditorium for optimum transmission quality.

These systems are regularly checked to ensure that they are operating correctly.

Information Sheets on both the Receivers and about seats in the optimum transmission areas are available from the access section of our website [www.trch.co.uk](http://www.trch.co.uk). Hard copies can be obtained from the Access Desk and the Box Office.

If customers prefer to use the typetalk service or email we welcome these as a means of booking tickets.

### **Facilities for customers who are blind and partially sighted**

An Audio CD, Large Print and Braille version of the seasonal brochure are available upon request.

Large Print and Braille programmes are provided during Audio Described Performances.

## **Assistance Dogs**

We welcome guide dogs and assistance dogs. Please advise the Box Office at the time of booking, so that suitable arrangements can be made. A dog sitting service is offered to patrons who do not wish to take their dog inside the auditorium

## **Site visits**

Patrons and their companions are welcome to visit the Theatre prior to attending a performance in order to familiarise themselves with the venue's layout. These visits can be arranged through our Access Officer.

## **Lift Facilities**

There are lifts available in both the Theatre Royal and Royal Concert Hall



## **Wheelchair spaces**

Wheelchair spaces are currently located at the rear of the Stalls and on the Dress Circle of the Theatre Royal. In the Royal Concert Hall wheelchair spaces are located on the right hand side of the Stalls and either side of the auditorium on Tier 1

Scooters and large size wheelchairs may require the allocation of two standard size wheelchair spaces. Please advise us of your needs at the time of booking.

## **Wheelchair Transfers and Walkers**

Our staff will look after your walker or wheelchair once you have transferred to your seat.

## **Assisted Performances**

**PLEASE STATE AT TIME OF BOOKING IF YOU REQUIRE ANY OF THE SERVICES LISTED BELOW AS THE BOX OFFICE WILL BE ABLE TO ADVISE YOU OF THE BEST PLACES TO SIT IN THE AUDITORIUM.**

The theatre arranges Sign Language Interpreted, Audio Described and Captioned performances for selected performances. Details of these shows may be obtained upon request from the Box Office

and will be included within the Seasons Brochure, as well as on the theatre's website [www.trch.co.uk](http://www.trch.co.uk). These can also be sent out as attachments to customers on the access mailing list. We have also held relaxed performances of our pantomime and hope to schedule more with future productions.

**Sign Language Interpreted Performance** for users of British Sign Language.

A BSL interpreted performance is where the vocal line is interpreted into sign language. The interpreter stands at the front of the stage to one side allowing you to view both the signer and the production

**Audio Described Performance** for blind or partially sighted patrons

Live commentary via personalised headphones.

Braille and Large Print cast lists will be available for these performances, with programme notes broadcast 15 minutes prior to the performance

Touch tours allow visually impaired customers a unique opportunity to go onto the stage and explore the sets, costumes and props before the performance begins

**Captioned Performance** for people who are hard of hearing.

Dialogue, sound effects and lyrics are displayed in English text a unit located at the side of the stage.

## **Relaxed Performances**

Specifically designed and adapted for customers with a wide range of disabilities and those on the autistic spectrum, as well those living with dementia and families with young babies. They have a less formal, more supportive atmosphere in order to reduce anxiety levels.



In recognition of the Theatre Royal and Royal Concert Hall Nottingham's recent developments in providing a more autism-friendly environment, the National Autistic Society awarded the venue with an Autism Access Award, a new standard for customer-facing businesses, leisure services and cultural providers.

## Safe Places



We are part of the Safe Places Scheme.

The scheme enlists local businesses and public places within the local community where vulnerable people can go when they are in distress and in need of assistance.

The safe place will supply basic support to the individual to help them contact their friends, family, carers / support workers and the emergency services, if a crime has taken place.

## Dementia Awareness

Music and Theatre play an important role in engaging with People who are living with Dementia and can contribute significantly to maintaining people's independence and reduce social isolation.



The Theatre Royal and Royal Concert Hall is supporting Dementia Friends, an Alzheimer's Society initiative, to help people develop an understanding of dementia and turn into action to support customers and employees who are affected by the condition.



We are also a member of the Dementia Action Alliance; a movement with one simple aim: to bring about a society-wide response to dementia.

**Theatre and Royal Concert Hall are proud to work with Attitude is Everything**, an organisation that is at the forefront of improving Deaf and disabled people's access to live music. Through continued improvements, and implementing further recommendations by AIE, we are delighted to announce the venue was awarded silver in spring 2015.



We have recently achieved CredAbility 'Verified Accessible' status. Our buildings have been assessed as meeting core accessibility standards for disabled people. A site visit and access audit of our facilities, covering areas like entrances, ramps, reception areas, lifts, toilets, lighting, acoustics, means of escape, access routes and more was completed. We are very proud to have attained this verification and look forward to continually improving access throughout both venues.



## **CONTACT DETAILS**

**Email:** [trch.access@nottinghamcity.gov.uk](mailto:trch.access@nottinghamcity.gov.uk)

### **Postal Address**

Access Requirement Register

Nottingham Theatre Royal and Royal Concert Hall

Theatre Square

Nottingham

NG1 5ND

**Box Office:** 0115 9895555