



ACCESS COMPANION TICKET ELIGIBILITY AND TERMS & CONDITIONS

Terms for bookings made from 1st July 2021 onwards

Hall for Cornwall is committed to ensuring all customers can participate and enjoy our events equally. We recognise our responsibilities under the Equalities Act to undertake reasonable adjustments to the services we deliver and have introduced free Access Companion tickets for customers who need someone to be with them to access our services or facilities.

- Access Companion tickets are not open to, or intended for, customers who simply want to accompany someone or just need transportation to Hall for Cornwall. Access Companion tickets are reserved for those who would not otherwise be able to attend. An essential companion must have the ability to assist the customer in the event of an evacuation or other emergency.
- Access Companion tickets are available at a ratio of 1:1 full price ticket. In circumstances where an individual requires more than 1:1 care to attend this will be issued at the discretion of the Ticketing team.
- The first time you make use of this service you will be asked to collect your ticket from the Box Office and show proof of eligibility (see below), this will then be noted on your account for future visits making the booking process easier.
- We reserve the right to charge for a companion ticket after purchase and to block future issue of companion tickets where we feel our terms of booking have not been followed.
- Groups and organisations of, or supporting, disabled people, can obtain free Access Companion tickets at a maximum ratio of 1:4 full price tickets (25% of the total group). Membership of the organisation will serve as proof of eligibility. Only one discount applies per ticket so this can not be used in conjunction with a group discount. In order to access the 1:1 ratio, customers would need to book individually and each provide their own proof of eligibility. We respectfully ask organisations to limit the number of free tickets requested to the absolute minimum where possible.
- Carers will need to familiarise themselves with the venue and the location of services and facilities contained within it. It will be important to speak to a member of our Welcome Team if any disabled customer has complex needs and to receive advice about our evacuation procedures. A carer is also required to be available at all times to assist the disabled customer during their visit. We recommend that a carer be 16 years of age or above. If a carer is under 16, please notify a member of staff.





EXAMPLES OF ACCEPTED PROOF OF ELIGIBILITY

We understand that not all customers hold proof of eligibility. If you do not have one of the items below, our team will ask you to complete a short statement to keep on file detailing why you require a free Access Companion ticket.

A photocopy / scan of one of the following documents (dated within the past 12 months if DLA or Attendance Allowance).

- 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
- CredAbility Access Card (You can sign up for one here <https://www.accesscard.org.uk/>)

Statement

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 free Access Companion ticket, the Ticketing team will ask you to fill out a short form with a statement of why you require this service to be kept on your account.

- This proof of eligibility or statement will be required on your first visit, allowing the Ticketing team to mark this on your account and enabling you to book again in future without this requirement. We ask you to update us if there are any changes to your eligibility. We reserve the right to request this proof again at anytime in the future.
- If you have other access requirements, please make our Welcome Team aware, and we shall make every effort to make a reasonable adjustment to meet your needs if possible.
- We would like to retain data for your convenience, so that you do not need to re-submit evidence or a statement every visit. We can hold your data for a period of 3 years. You can then contact us to rebook access facilities without having to submit evidence during that time. Please let the Ticketing Team know if you would prefer that we do not retain your data in this way.
- 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.
- Hall for Cornwall reserves to right to amend and update these Terms & Conditions at any time

UPDATED JULY 2021

