

## Access Membership Scheme

### Application Form

We are committed to making Opera North's work accessible to all. So, if you have any access requirements, you can now sign up to our Access Membership Scheme and the information you supply will help us to find you appropriate seats quickly and easily, and will also enable you to book online (for Opera North performances in Leeds Grand Theatre, Leeds Town Hall and the Howard Assembly Room).

The following services and facilities are available to members:

- Personal assistant / companion ticket at no additional cost if you require accompaniment inside the auditorium throughout the performance (proof of eligibility required).
- Ability to book seats online, including wheelchair spaces, with relevant discounts.
- Ability to book online for sign interpreted performances in the correct reserved seating area for a good view of the signer, and for audio described performances to receive the best signal to the headsets.
- Free mailing of our Season Guides sent to you in your preferred format
- Free mailing of our Audio Notes sent to you in your preferred format (CD, emailed link, mp3)

### Your details

Title and Name:

Address:

Telephone No:

E-mail:

Preferred method of contact:

Telephone

Email

Post

Name of Ticket Purchaser (only complete if different from above)

Title and Name:

Address:

Telephone No:

E-mail:

Preferred method of contact:  Telephone  Email  Post

### Seating requirements

*Please tick the boxes which describe your seating requirements.*

- Wheelchair Space
  - Powered wheelchair
  - Manual wheelchair
- Accessible seat for wheelchair transfer
- Seating area closest to toilet facilities
- Seat with extra legroom
- Aisle seat:
  - Aisle on right
  - Aisle on left
  - No preference
- Seat near the stage
- Space for assistance dog
- Level access only – no steps
- Keep an empty seat next to mine (available for Dementia Friendly performances only)

Other – please give details:

In the event of an emergency, I would require assistance from theatre staff to exit the building.

## Personal Assistant / Companion

Customers who would be unable to attend without a personal assistant are entitled to a complimentary ticket for their personal assistant (PA) when attending a performance or event. A complimentary PA ticket may not be offered for performances which are exclusively for access customers, where all seats are sold at a subsidised rate.

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 to assist the person they are attending with to leave the building in an emergency

- I may require assistance inside the auditorium and during the performance (proof of eligibility required – see below)

## Accessible Performances

*Please tick the boxes of the performances you are interested in.*

- Audio Described performances
- Audio Notes:
  - On CD sent in the post
  - Via email with a link or mp3 to download
- Signed performances
- Captioned performances
- Dementia Friendly performances

## Season Guide Preference

- Large print
- Braille
- Audio version:
  - On CD sent in the post
  - Via email with a link or mp3 to download

## Eligibility for Personal Assistant/Companion tickets

Please provide a photocopy or attach a scan of your most recent disability-related document. This documentation is for Opera North's use only and will not be shared with third parties unless instructed by you, in line with data protection laws. The eligibility criteria are kept under review and may be updated from time to time.

You can send us a scan or photocopy of any of the following:

- Disability Living Allowance (DLA)/ Personal Independence Payment (PIP)
- Attendance Allowance (AA)
- Blind Persons Registration
- Armed Forces Independence Payment (AFIP)
- Cards: Hynt / CEA / Nimbus / CredAbility Access Card (with +1 icon)

If you have any other documentation not listed above, please submit it and we will be happy to review it. Please feel free to blackout any information that relates to the amount of benefit paid or health conditions which you do not wish us to see.

## Other discounts

Please tick the boxes of any discounts you qualify for and send us a photocopy or scan of eligibility:

- Pension Credit
- Universal Credit
- Income Support
- Attendance Allowance
- Leeds Card Extra
- Disability Living Allowance (DLA)/Personal Independent Payment (PIP)

## Terms and conditions

Membership is open to anyone who is restricted in their ability to access the services provided by Opera North, as defined by the Equality Act 2010. The scheme will be reviewed to ensure that members fulfil eligibility requirements. Members who intentionally give false information will be removed from the Access Membership Scheme.

The Opera North Box Office team reserve the right to require proof of eligibility for personal assistant / companion tickets at no additional cost. Membership will be reviewed every three years or as appropriate.

## Signature

I am happy for my information here to be shared with the Leeds Grand Theatre for its Access Membership Scheme

**Signature:**

**Date:**

Please print out, sign and either scan and attach to an email to [boxoffice@operanorth.co.uk](mailto:boxoffice@operanorth.co.uk)

Post it to: Opera North Box Office, 46 New Briggate, Leeds LS1 6NU

If you have any feedback or queries, please call us on 0113 223 3600.