

Terms and conditions

- Membership is open to any EU resident who is disabled as defined by the Equality Act 2010.
- The Royal Opera House Box Office Access Team reserves the right to require proof of eligibility for the scheme.
- Members who intentionally give false or misleading information will have their membership revoked.
- The Royal Opera House Box Office Access Team retains the right to review and amend the scheme without prior notice and to require members to re-apply for membership after review.

- ☐ I would like to be contacted with information on future events presented by the Royal Opera House and its partners that may be of interest to me (in addition to the correspondence that I will receive as a Member of the Access Scheme).
- ☐ I would like to be contacted with information from other organizations, approved by the Royal Opera House, which may be of interest to me.

Signature

Please sign and date your application to confirm that the information given is correct and to show that you have read the terms and conditions.

Signed

Date

Please return this completed form to:
Box Office Access, Royal Opera House, Covent Garden, London WC2E 9DD

Access membership

We are committed to making your visit enjoyable and our dedicated team can advise you of our facilities and discuss any requirements.

Facilities and services offered to our members include:

- Personalized seat allocation, based on your preferences, subject to availability.
- Assistance in all aspects of your booking from our dedicated team.
- Free mailing of all our Season Guides, sent to you in your preferred format.
- Same-day telephone booking for Day Tickets (subject to availability), normally only available in person at the Box Office.
- Personalized membership card and unique membership number.
- Priority booking for British Sign Language interpreted performances.
- One discounted ticket available to members who are in receipt of disability-related benefits (proof of eligibility is required).
- One free companion ticket if it is essential that you are accompanied inside the auditorium throughout the performance (proof of eligibility is required - companion must be at least 18 years old).



Access

Membership Registration



Your details

Title and
surname:

Address _____

Postcode _____

Telephone No.

E-mail

Access and Seating requirements

☐ Wheelchair space

☐ Accessible seat for wheelchair transfer

☐ Assistance dog (auditorium access ☐)

☐ Aisle seat: (Preference ☐)

☐ Aisle on RIGHT

☐ Aisle on LEFT

☐ No preference

☐ Seat with extra leg-room

☐ Seat close to the stage

Max no. of steps (0=level access) _____

☐ Other (please give details)

continue on a separate sheet if necessary

Season Guide preference

☐ Standard print

☐ Large print

☐ Audio CD Season Guide

Auxiliary aids and services

☐ Assisted Hearing Facility

☐ Performance Audio-Introduction

On the night ☐ Via post ☐

☐ BSL interpreted performances

☐ Wheelchair loan

Self-propelled ☐ Transit ☐

Discounted tickets

If you receive disability-related state benefits, you may be eligible for a discount on the cost of your tickets.

☐ Please tick this box if you would like to apply for the reduction.

Proof of eligibility is required.

Please see attached document for further details.

Companion tickets

If you require continual supervision or assistance inside the auditorium during the performances, you may be eligible for a free companion ticket. Please see attached document for further details.

☐ Please tick this box to apply for free companion tickets.

Preferred contact method

Please tick as many as applicable; allowing us to contact you in a variety of ways will help us provide you with the best possible service.

☐ Telephone

☐ E-mail

☐ Post - standard print

☐ Post - large print

☐ Please contact my personal assistant:

(name and contact details)

For more information or assistance with completing this form call +44 (0)20 7304 4000 or e-mail boxofficeaccess@roh.org.uk

Companion Ticket Form

Should you wish to apply for Free Companion tickets, please ask **your GP/Consultant** to **complete, sign and date** the following questionnaire. An **official stamp** of authorization from the relevant Medical Practice/Consultant is required. (If you are a wheelchair user or certified blind you are automatically eligible).

The Free Companion facility is only available to Access Members who require assistance or supervision throughout the performance.

I, _____ (name of GP), hereby confirm

that _____ (name of individual) requires the following assistance when attending the Royal Opera House:

(PLEASE TICK **ONE** OPTION ONLY)

- ☐ **Limited assistance**
- ☐ **Mobility assistance**
(assistance to and from seat/during intervals)
- ☐ **Continual assistance**
(essential assistance/supervision throughout the performance)

I can confirm that I have made this appraisal in a professional capacity as the individual's GP/Consultant.

Signed _____ Date _____

Surgery/Practice stamp _____

The above criteria are subject to change in accordance with Royal Opera House disability policy. The Royal Opera House reserves the right to refuse free companion tickets where it deems necessary.

Please note, the free companion facility is applicable to one performance per production.

Discounted tickets

To qualify for discounted tickets, please provide a photocopy of your most recent disability-related state benefit document. The document you submit should be dated from within the last 12 months and not have expired.

Please find below a list of usually accepted criteria:

- Disability Living Allowance (DLA) or Attendance Allowance
- Employment & Support Allowance for a period of at least twelve months Personal Independence Payment (PIP)
- Working Tax Credit
- (with disability element only) Constant Attendance Allowance The Independent Living Fund Disabled Student's Allowance
- Industrial Injuries Disablement Benefit War Disablement Pension
- Armed Forces Compensation Scheme (with Guaranteed Income Payment only) Vaccine Damage Payment
- Severe Disablement Allowance

This list is subject to change in accordance with the guidelines provided by the Department for Work & Pensions. The Royal Opera House reserves the right to refuse discounted tickets where it deems necessary.

Please note, if your application is successful, the 25% concession on your own personal ticket is applicable to one performance per production.