

Access

Membership Registration

Access membership

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

However, if you wish to book tickets immediately, please contact the box office on 020 7304 4000 before registering.

Facilities and services offered to our members include:

- Personalized seat allocation, based on your requirements.
- Assistance in all aspects of your booking from our dedicated team.
- Free mailing of the Season Guide, sent to you in your preferred format.
- Unique Access membership number.
- Priority capped-price booking for British Sign Language interpreted performances.
- One discounted ticket per production available to members who are in receipt of disability-related state benefits.
- One free companion ticket if it is essential that you are accompanied inside the auditorium throughout the performance.

Terms and conditions

- Membership is open to anyone 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.
- The Royal Opera House Box Office Access Team retains the right to review and amend the scheme.

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



Your details

Title and Name: _____

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)

Season Guide preference

- Standard print
- Emailed Season Guide
- Audio Season Guides

Auxiliary aids and services

- Assisted Hearing Facility
- Performance Audio-Introduction
- On the night In advance
- 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 **Discounted Ticket** section.

Companion tickets

If you require continual supervision or assistance inside the auditorium during performances, you may be eligible for a free companion ticket. Please see **Companion Ticket Form**.

- 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)

Companion Ticket Form

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

Should you wish to apply, please ask a **relevant professional** to **complete, sign and date** the following questionnaire, accompanied by an **official stamp or headed letter**.

Alternatively, if you are registered blind, or receive DLA/PIP/Attendance Allowance at a higher/enhanced rate, you can send a copy of a document confirming this. Wheelchair users are automatically eligible for a free companion ticket should they require one.

I, _____ (name of Relevant Professional),

hereby confirm that _____ (name of Individual)

requires the following assistance when attending the Royal

Opera House:

- Assistance, travelling to and from the Royal Opera House, or during intervals only**
- Assistance or supervision throughout the performance**

I can confirm that I have made this appraisal in a professional capacity.

Signed _____ Date _____

Official Stamp

The above criteria are subject to change in accordance with Royal Opera House disability policy.

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

Please note that this list is not exclusive, and we will except any other documents that demonstrate receipt of disability-related state benefit, in accordance with the Royal Opera House disability policy. If your application is successful, the 25% concession on your own personal ticket is applicable to one performance per production.

The above criteria are subject to change in accordance with Royal Opera House disability policy.