

## 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.

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 requirements, subject to availability.
- 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 (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 16 years old).



# Access Membership Registration



## 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

**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 consultant** to **complete, sign and date** the following questionnaire. An **official stamp** of authorization from the relevant Consultant is required.

Alternatively, if you are registered blind, or receive DLA/PIP/Attendance Allowance at a higher/enhanced rate, please 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 Consultant), 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 as the individual's 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.

## 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.