

# Access Address Book FAQs



## Introduction

As part of our continued efforts to develop the venues accessibility we use an 'Access Address Book'; a document for the exclusive use of our Box Office team to assist with accommodating specific access requirements and the requests of our Deaf and disabled customers.

This system has been designed to help our team better understand our customer's needs and accommodate their requirements to ensure that the booking process is easier for you and more comprehensive for us.

We believe that by maintaining a list of our customers and their requirements we can better understand the barriers you may encounter when visiting the Brighton Centre and limit any potential impact. In short this system helps us provide the best service possible by tailoring our events to your needs.

## What is the 'Access Address Book'?

The 'Access Address Book' is essentially a list which will detail customer's essential contact information in addition to any details which may help our Box Office team when booking for an event at the Brighton Centre. It will detail your specific requirements in addition to any personal preferences you may have. For example, if you have visited before, you might favour a particular area of the auditorium and the list will notify us of this so when you book, we'll know.

## Why do you need this information?

Until we launched the Access Address Book we allocated accessible seating and particularly free companion tickets, via an honesty system, we did not ask for proof of eligibility, and subsequently the system was open to abuse.

In order to prevent such abuse and ensure these tickets are available only to customers with a legitimate need we decided to change the way we manage these bookings.

The Brighton Centre works closely with 'Attitude is Everything' to improve the service we provide to our Deaf and disabled customers and as part of our commitment we want to ensure that our resources are to the highest standard and available to as many people as possible.

The implementation of this system means that we are now able to provide a greater number of tickets for our customers and identify areas of strength, and where we might need to improve.



For those who require the aid of a free companion it means greater ticket availability and for those who visit us independently it will ensure that we find the best location possible to ensure they enjoy the event.

## **I require a Companion, How does that work?**

Some of our customers require assistance when visiting the Brighton Centre and we do offer free Personal Assistant tickets in such cases. A significant advantage of this system is that by registering eligibility for a free ticket we are able to issue more tickets rather than old system where the amount was capped per event.

In order to issue free companion tickets we need proof of eligibility by one of the means listed below:

- Front page of DLA / PIP letter (no specific rate required)
- Front page of Attendance Allowance letter (no specific rate required)
- Evidence that registered severely sight impaired (blind)
- Recognised Assistance Dog ID card (or similar provision)
- Letter from 24hr Care Home (please contact the Box Office)
- Recognised Access Card with a +1 symbol (such as the Nimbus Access Card)

(Please feel free to blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted)

If you do not have any of the above evidence but wish to apply for a free ticket for a companion, please complete the Access Requirement Form, Section 3.2. You are welcome to post or email copies of any additional evidence that supports your application if you have any, or contact us to discuss your application. Applications are assessed on a case-by-case basis.

## **What do I need to do now?**

Attached you will find a form which we would like you to complete for us, the answers provided will be added to the secure 'Access Address Book' and used to assist our Box Office team in finding you the best and most suitable ticket for your chosen events.

The form can be completed by either the person with the disability or by the companion. Please then send the form back to us at -

Brighton Centre Box Office, Brighton Centre, Kings Road, Brighton, BN1 2GR

or email it to use at [BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk).



Once we receive the completed form we will contact you using your preferred method to finalise and confirm the details you have provided.

### **Is my information secure?**

Yes. The Brighton Centre holds personal and access information about our customers in order to provide the best possible service to you. We will always ask for your consent to hold your details and we will never share any details held on the Access Address Book. For further information on how we handle your personal data please visit <https://brightoncentre.co.uk/privacy-policy>

We will contact you after 3 years of being on our Access Address Book to ensure you wish to remain on the system and check that the details we are holding are correct.

### **What happens next time I want to book something?**

Once you've completed and returned the form we'll have your details so when you book please tell us you're on the Access Address Book and we'll do the rest.

You can book with us by:

**Calling** 01273 292695, we accept calls using Relay UK

**Emailing** BrightonCentre@brighton-hove.gov.uk

**or**

**Visit us** at the Box Office on Kings Road (the seafront) between **10 am** and **4 pm**, **Monday** to **Saturday**.

If you have any questions at all or require these documents in a different format please contact us using any of the above methods and we will be only too happy to help.

For further information about the accessibility of the Brighton Centre and to view a copy of our Access Statement, which is also available as Easy Read, visit [www.brightoncentre.co.uk/your-visit](http://www.brightoncentre.co.uk/your-visit)

This letter can be made available in alternative formats. Please ask a member of staff, call us on **01273 292695** or email **BrightonCentre@brighton-hove.gov.uk** for further information