



# Brighton Centre Access Requirement Form

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

## Part 1: Personal Details

Name:

Address:

Postcode:

Tel / Mobile:

Email:

Booking Reference Number:

## Part 2: Access Provision Requirement

Please check the box next to the access provisions you require:

Wheelchair User Space	Wheelchair dimensions (in mm) Width: Length:	
No steps	Front facing seat	
Minimal steps	Induction loop	
Seat close to toilets	BSL Interpreter	
Seat close to exit	Assisted Performance: BSL Interpreted	
Aisle seat	Assisted Performance: Captioned	
Seat close to stage	Assisted Performance: Audio Described	
Will you be bringing a companion:		YES / NO

### 2.1. Additional Requirements

If you have requirements not covered by the options above or would like to give us further information please provide details bellow (attach extra pages if required):

## 2.2. Preferred Location

If you have attended events at the Brighton Centre in the past and have a preferred location please provide details below (attach extra pages if required):

## Part 3: Information / Evidence

Evidence is now required to gain a free companion ticket.

If you do not require a companion ticket but would like to be on our Access Address Book please leave this section blank.

### 3.1. Eligibility

To be eligible we require a photocopy or scan of one of the following documents (dated within the past 12 months if DLA or Attendance Allowance). Please check the box next to the evidence you wish to submit:

Front page of DLA / PIP (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)

None of the above (see below)

Please note we are unable to accept a Blue Badge as evidence

You are welcome to post or email copies of any additional evidence that supports your application, or contact us to discuss your requirements. All applications for free companion tickets will be assessed on a case-by-case basis.

### 3.2. Statement (with option to send alternative evidence)

We recognise that the evidence above is not definitive. If you do not have any of the above evidence but wish to apply for the above access facilities, use the box below to state why you require them (please use extra pages if required):

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 requirements. All applications for free companion tickets will be assessed on a case-by-case basis.

## Part 4: Data Protection

Prior to ticking the below boxes please take time to read our Privacy Notice for signing up to and being on our Access Address Book which we have included on page 5 of this form so that you have full information about how we use your data prior to offering consent. **We will not share your data with any third party organisations.**

We would like to retain data for your convenience, so that you do not need to re-submit this form every time you wish to book with us. Once we've received your form we can hold your data for a period of 3 years with your consent. 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. You can then contact us to rebook access facilities without having to submit a form and evidence. If you would be happy for us to retain the data submitted with this form, please tick this box:

As part of the Brighton Centre's continued efforts to improve access to our venue we would like to contact you on occasion for marketing purposes, customer satisfaction surveys. Please tick the box if you are happy for us to do so.

We would also like to be able to contact our Deaf and disabled customers with ideas and thoughts about improvements to access facilities at the Brighton Centre. Please tick this box if you'd be happy for us to do so.

We send a monthly Access Newsletter including information on upcoming shows and accessible performances. Please tick this box if you'd be happy for us to send this to you via email.

### **Preferred method of contact**

Please use the boxes below to indicate your preferred method of contact, if you have more than one preference please number your choices 1-3 (1 being most preferred and 3 least preferred)

Email

Phone

Post

Once we've received your completed form we'll contact you to finalise your booking if one has been made.

## **Part 5: Submitting your Form**

You can submit your completed form and supporting documentation in the following ways:

**Email** your completed form to: [BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk)

Or, **post** your completed form to:

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

If you need help completing your form, would like to visit the venue to view the available facilities or have any questions about this process please contact us by emailing [BrightonCentre@brighton-hove.gov.uk](mailto:BrightonCentre@brighton-hove.gov.uk) or call us on 01273 292695 (open Monday – Saturday 10am – 4pm).

### **Submitting supporting documents**

When submitting documents to support your form, we ask that if possible you:

- Scan evidence and attach it with your form if emailing
- Photocopy evidence and clip it to a printed form if posting

This helps to speed up the process considerably.

Please feel free to black-out any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

# Privacy Notice

Our Access Address Book allows us to hold information about your access requirements and as to whether or not you are eligible for a free companion ticket, this information is considered Sensitive Data. We hold this information so that we are better able to understand your requirements, book tickets in the most suitable location within the auditorium for you, and we do not have to ask you questions about your access requirements every time you make a booking with us.

- **What information is being collected:** Name, Contact Details [telephone number, email address and postal address], Access Requirement
- **Legal Basis for Processing:** Performance of a Contract & Explicit Consent
- **Who is collecting it:** The Brighton Centre
- **How is it collected:** directly from the customer
- **Why is it being collected:** to offer faster and simpler booking processes for our Deaf and disabled customers
- **How will it be used:** for quick reference by our Box Office team to ensure they are booking the right ticket for a customer's specific access requirements and to confirm as to whether a customer requires a free companion ticket
- **Who will it be shared with:** no-one
- **How long we will keep it for:** 3 years, after 3 years we will contact you to ask if you want to remain on our address book and if the information we hold is still correct

When signing up to the Access Address Book you also have options to consent to receive marketing communications from us, to take part in satisfaction surveys and offer your thoughts and feedback on new access projects we are undertaking. If you consent to any of these communications they will come directly from us and we will not use a third party Data Processor without contacting you for further consent.

**Important:** any evidence or documents submitted to confirm requirement for a free companion ticket are destroyed once reviewed, marked as "seen" on the Access Address Book and not kept by us.

For further information and to read our Privacy Policy please visit:

<https://brightoncentre.co.uk/privacy-policy>

Last updated: 24 May 2018