

ACCESS CONFIRMATION FORM

11Arches believe that disability should not be a barrier to enjoying your visit to our award-winning live performances. A show ticket is available at no additional cost to a personal assistant accompanying a disabled person to the show, where it is an access requirement.

Please note that Personal Assistants must be able to undertake all access requirements on behalf of their companion. This includes, but is not limited to, helping their companion down the visitor path, around site and with evacuation of the site if required.

CONFIRMATION PROCESS: Once your tickets (including your complimentary Personal Assistant's) have been booked, please submit your supporting documents to confirm your eligibility **within 48 hours of booking**. Failure to do so may result in us cancelling your booking.

- Email your supporting evidence to: accessibility@11arches.org with subject “**Access Confirmation**”
OR
- post your supporting evidence to: Access, 11Arches, Flatts Farm, Bishop Auckland, DL14 7SF

Please add in the email or the letter your Personal Details to link the evidence to your booking, to include the following: Name, Order Reference Number, Address, Tel/Mobile, Email

INFORMATION / EVIDENCE: evidence is required to confirm booking of a personal assistant ticket

1. Eligibility will be considered on receipt of the following evidence

A photocopy / scan of one of the following documents makes you eligible:

1. Front page of DLA or PIP letter (no specific rate required) – with eligibility period covering your show date
2. Front page of Attendance Allowance letter (no specific rate required)
3. Front page of War Disablement Pension
4. Evidence as registered severely sight impaired (blind)
5. Recognised Assistance Dog ID card

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

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 request consideration of your eligibility, please send in your email or letter details of why you feel you are eligible, including any additional evidence that supports your eligibility request if you have any.

Your application will be judged on a case-by-case basis. Please note that this option is likely to incur a longer handling time. Also our customer care assistants may not be in a position to competently form an opinion and approve your eligibility based on evidence submitted.

If you have any questions about this process, contact our Customer Care Team via email accessibility@11Arches.org