

Access Confirmation Form - Pyromusical November 2021

11Arches, the producer of the Pyromusical “Around the World”, believe that disability should not be a barrier to enjoying your visit. A ticket is available at no additional cost to a personal assistant accompanying a disabled person to the show, where it is an access requirement. Once these have been booked online confirmation of your eligibility is requested by completing this form.

Please note that Personal Assistants must be able to undertake all access requirements on behalf of their companion. This includes helping their companion down the visitor path, around site and with evacuation of the site if required.

Part 1: Confirmation Process

This is the process by which your confirmation of eligibility is provided to us

Submitting your supporting documents

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

When submitting documents to support your booking, 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 remember to black-out any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

Please add in the email or the letter your Personal Details to link the evidence to your booking, to include the following:

Order Reference Number:

Name:

Address:

Tel:

Mobile:

Email:

Part 2. Information / Evidence

Evidence is required to confirm booking of a personal assistant ticket at no additional cost

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

A photocopy / scan of one of the following documents (dated within the past 12 months if DLA or Attendance Allowance) makes you eligible to be considered for any of the above access facilities. Please check the box next to the evidence you wish to submit:

Front page of DLA letter (no specific rate required)

Front page of Attendance Allowance letter (no specific rate required)

Front page of War Disablement Pension

Evidence that registered severely sight impaired (blind)

Recognised Assistance Dog ID card

None of the above (see below)

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 confirm your eligibility, please send in your email or letter details of why you require them, including any additional evidence that supports your eligibility confirmation if you have any.

Your application will be judged on a case-by-case basis.

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