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**What is the Access Requirement Register?**

We have a free Access Requirement Register (ARR) in order to improve our service to you. The information you provide for the Register will help us to find the best available seats for you quickly and easily and having this information on file will also save time when you book in future.

You can join the Access Requirement Register by filling in a form which is available from the Box Office or on our website Beacon Arts Centre.Please note free Personal Assistant (essential carer) tickets will only be available to those on the Access Requirement Register, although it is not a requirement for you to join the Access Requirement Register in order to book tickets.

If you are a personal assistant who cares for more than one individual you will need to apply separately for each person you assist.

Please note that personal assistant tickets are limited to one per customer per event, with a maximum of **6 personal assistant tickets available for main house** performances and **3 personal assistant tickets available for studio performances**. Access Register bookings are not always available across our performance programme, please check with box office for availability.

**How to join our free Access Requirement Register**

An application can be completed by either the person with the disability or by the Personal Assistant if they will be booking tickets on behalf of the disabled person. If you are a Personal Assistant who cares for more than one individual you will need to apply separately for each person you assist.

Sections A and Section B will need to be filled out on all applications.

Section C will only need to be completed for the customers who require a complimentary Personal Assistant ticket, along with supporting documentation. Please ensure that you send photocopies only as documentation will be securely destroyed once processed.

**Personal assistants (carer)**

A free ticket for a personal assistant (PA) is available for any deaf or disabled person who has purchased a ticket to an event or performance and would be unable to attend without the help of their personal assistant. The personal assistant ticket must be applied for at the time of booking. These will not be issued retrospectively.

The Personal Assistant must be able to assist the deaf or disabled person to access the concert hall and its facilities, remaining with them to ensure their wellbeing and comfort. Anyone designated as a Personal Assistant must be able physically to assist the person they are with, to leave the building in an emergency.

A free Personal Assistant ticket is available at the venue’s discretion to those who need assistance from another person in order to move around safely within the venue.

**Supporting Documentation**

The following supporting documentation make an individual eligible for a free Personal Assistant ticket in addition to their ticket:

* Front page of DLA (Medium or Higher rate)
* Front page of Attendance Allowance letter (no specific rate required)
* Front page of PIP (no specific rate required)
* Evidence that registered severely sight impaired (blind)
* Recognised Assistance Dog ID card
* CredAbility Access Card (with +1 icon)

We recognise that the above might not include everyone that has an access requirement. If you do not have any of the above but wish to apply for a free ticket for a personal assistant, complete the Access Requirement Form, Section C, stating why you require a PA. You are welcome to post or email copies of any additional documentation that supports your application if you have any, or contact us to discuss your application. Applications are assessed on a case-by-case basis. **I’m afraid we cannot accept Blue Badge documentation.**

When submitting documents to support your application, 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 blackout any information that relates to amount of benefit paid or health conditions etc. that might be on any documents submitted.

**A disability as defined by Equality Act (2010)**

You are disabled under the [Equality Act 2010](http://www.legislation.gov.uk/ukpga/2010/15/section/6) if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities.

## What does ‘substantial’ and ‘long-term’ mean

* ‘substantial’ is more than minor or trivial – e.g. it takes much longer than it usually would to complete a daily task like getting dressed
* ‘long-term’ means 12 months or more – e.g. a breathing condition that develops as a result of a lung infection

There are special rules about recurring or fluctuating conditions, for example, arthritis. For more details about the special rules download the ‘Equality Act Guidance’ from [www.gov.uk/government/uploads/system/uploads/attachment\_data/file/85010/disability-definition.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85010/disability-definition.pdf)

**Data Protection**

Beacon Arts Centre holds personal and access information about our customers in order to provide the best possible service to our customers. We will always ask for your consent to hold your details and we will never release any details held on the Access Requirement Register to outside organisations.

Beacon Arts Centre aims to be as accessible as possible for disabled people or anyone who may need a little bit more help to attend an event.

Beacon Arts Centre has a large ramp leading from disabled parking spaces into the foyer of the building. There is a passenger lift in the main foyer to the first floor.

Patrons are encouraged to mention any accessibility requirements they have when booking tickets – we are flexible and will do our best to meet all requirements.

**Assistance**

Anyone who requires assistance to attend an event atBeacon Arts Centre is invited to bring a Personal Assistant/Companion who will be admitted free of charge. Please ask about Personal Assistant tickets when booking.Beacon Arts Centre can provide an assistant for those wanting to attend a concert alone.

**Facilities for Deaf and hearing impaired visitors**

Beacon Arts Centre has a t-loop/ Infra-red hearing systems fitted in various locations in the building.

T loop systems available at the box office counter and in the main body of seating in the Main theatres auditorium. When purchasing tickets, please advise the Box Office staff who will seat you in the appropriate seating to access to the t-loop.

Portable sennhieser induction system available in the studio theatre and meeting rooms on request.

**Pre-show visits**

If you or any of your party has a condition which would benefit from a visit prior to the performance you are attending, we will do our best to accommodate such requests.

**Registered assistance dogs**

Registered assistance dogs are admitted and we can look after your dog during the show if you require.

**Accessible toilets**

Our accessible toilet facilities are situatedon both ground and first floorand are well signposted in the building.

**Transit wheelchairs**

Beacon Arts Centre has one transit wheelchair available for patron use.

**Mobility scooters**

Mobility scooters are permitted inside the building, however must be situated outside the auditorium during performances. Please advise Box Office at the time of purchase if storage is required.

**Car park access**

Beacon Arts Centre has a private car park for patrons at the rear of the building. There are also 8 disabled parking bays located at the front of the building.

**First aid**

Beacon Arts Centre will have an On Duty First Aider. Details of first aider will be located at Box Office.

**Fire and emergency**

In the event of an emergency, lifts will not be available for the use of those with mobility conditions. Refuge stations with evacuation chairs will be provided with trained staff members to assist with escape.

**Strobes or similar effects**

Strobe lighting or similar effects may be used during performances at **Beacon Arts Centre**. If patrons have concerns about what lighting may be used at a performance they are attending, please speak to a Steward on the night of the performance and where possible we will advise as to the extent and duration of the effect.

**Contact us**

If you would like to discuss your accessibility requirements with us, please telephone the box office on **01475 723 723 or info@beaconartscentre.co.uk**

**Assisted Performances**

PLEASE STATE AT TIME OF BOOKING IF YOU REQUIRE ANY OF THE SERVICES LISTED BELOW AS THE BOX OFFICE WILL BE ABLE TO ADVISE YOU OF THE BEST PLACES TO SIT IN THE AUDITORIUM. PLEASE NOTE THIS IS ONLY AVAILABLE FOR SELECTED PERFORMANCES.

**Sign Language Interpreted Performance** for users of British Sign Language.

A BSL interpreted performance is where the vocal line is interpreted into sign language. The interpreter stands at the front of the stage to one side allowing you to view both the signer and the production

**CONTACT DETAILS**

**Email**: **info@beaconartscentre.co.uk**

**Postal Address**

**Beacon Arts Centre**

**Custom House Quay**

**Greenock**

**PA15 1HJ**

**Box Office**: **01475 723723**

Greenock Arts Guild Ltd, trading as Beacon Arts Centre, is a company incorporated in Scotland under the Companies Acts (Company No. SC024805, VAT Registered Number 265140673, Scottish Charity Number SC003030)