

## HAZLITT THEATRE ACCESS MEMBERSHIP SCHEME

Joining The Hazlitt Theatre's Access Membership is free and offers our patrons with additional needs the support best prepare for their theatre visit and book tickets by phone or in person.

To do this there needs to be a consistent way to evidence and report access requirements to ensure that these valuable accessible resources are kept solely for the use of those that need them. Especially in light that we are a smaller local venue with limited resources.

As such, this scheme has been advised by [Nimbus Disability](#), the independent organisation and social enterprise behind the [Access Card scheme](#). [Nimbus Disability](#), are an organisation run by and for people with disabilities, who specialise in helping disabled people communicate their evidenced access requirements.

We do this by thinking about the barriers access patrons face when visiting events by using a range of symbols which quickly communicate to our teams what reasonable adjustments you might need.

This scheme is for patrons aged 16+ as children (aged under 16) **MUST** be accompanied by an adult and shall require their own ticket which shall be at full ticket price if no child concessions are available at the time of booking.

Please see our [terms and conditions](#) for more details. All details must be completed by the Access Membership applicant or on their behalf. We can only accept applications for the named individual with access needs (eg not family member, spouse, friend or companion). Please note that Companion seats are only available to registered Membership Access members who are unable to attend the theatre without additional support and can provide supporting proof of eligibility.



If you wish to be considered and leave any requested information blank or cannot provide the requested supporting proof or evidence, we will be unable to process your application and due to the busy nature of our box office you may not be contacted so, please ensure you answer the application to the best of your ability. Please write clearly or use BLOCK CAPITALS where possible to make sure responses are clear to read.

If you have any questions or have difficulty in filling out this form, please visit the Box Office during our opening hours, Monday - Saturday 10.30am - 2.30pm or email us on [hazlitt.boxoffice@parkwoodtheatres.co.uk](mailto:hazlitt.boxoffice@parkwoodtheatres.co.uk) where a member of staff will be pleased to help.

Alternatively, if you prefer you can call 01622 758 611 however please be aware that these lines can be very busy. You can also book [online](#) any time!



### Your Contact Details

All details must be completed by the Access Membership applicant or on their behalf. We can only accept applications for the named individual with access needs (eg not family member, spouse, friend or companion). Please note that Companion seats are only available to registered Membership Access members who are unable to attend the theatre without additional support and supporting proof will be required. These contact details must directly correspond to any supporting proof.

Email / contact details

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Applicant date of birth

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First Name

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Surname

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Address

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Daytime contact number

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Evening contact number

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Communication preference

- You may contact me by telephone during Box Office opening hours 10:30am - 2:30pm, Monday - Saturday.
- I would prefer email communication.
- Please email me to arrange a convenient time to be contact by Teletyperwriters (TTY) or for applicant to contact the Box Office through Telecommunications Device for the Deaf (TDD).
- I do not have access to email or a telephone. I would prefer post communication to the address listed above. I understand that this may delay communications.

Consent (please tick the box to indicate you have given consent to the following)

- In order for us to be able to make a decision on your entitlement to access registration we need to process information related to your medical condition. This is deemed by the Data Protection Act to be sensitive information. We will not do this without your explicit consent. For more information on our Privacy Policy and how we process information please see the website. If you do not give consent regretfully we are unable to process your application.

## About Your Impairment

This scheme is only open to people with a disability, as defined by the Equality Act. Please use this space to tell us a bit about your condition. This isn't the most important part of the form as we want to concentrate on what your access needs are, but it helps us understand the information in your registration.

Please provide an overview of your disability / impairment / health condition. (Please tick all that apply.)

- Mobility impairment
- Visual impairment
- Hearing impairment
- Learning / Cognitive / Neurodiverse impairment
- Behavioural impairment
- Mental Health impairment
- Speech / Language impairment
- Continence impairment
- Other impairment

## Standing and Queuing

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This symbol is awarded to people who find standing and or queuing a substantial barrier to accessing services. This may include individuals who physically cannot stand / queue for any significant amount of time or people that have an issue with understanding the concept of queuing.

This can only be awarded where we can see that standing and queuing or being in crowds is so difficult that it is virtually impossible and requires an alternative solution for you to be able to make use of a service.



We won't award this symbol where you can queue but prefer not to.

We typically do not award this symbol to people who simply require wheelchair access.

If a queue is accessible then you should be able to queue and very often venues offer fast lane entry for all disabled guests.

If a queue is not accessible then a provider should let you avoid it as an adjustment in line with the level access symbol on the card.

### Evidence notes

The Higher rates of the mobility components of DLA / PIP are good indicators of need, but will be compared to the other answers you have given through the form.

It is difficult to issue this symbol based on a number of diagnoses alone, so it might be that the team will need to follow up for additional specific information.

If you are struggling to find evidence to support this part of the form you can carry on to complete your application and request a form from the team to provide to a professional aware of your needs.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## Level Access



This symbol is for people who require wheelchair accessible facilities or who have to have stair free access as they are unable to do even a small number of steps.

In order to protect wheelchair-accessible facilities for those that cannot attend without them, this symbol can only be awarded where we can see evidence that a person requires the use of a wheelchair or finds it impossible to walk up even a short number of stairs.

If you use a wheelchair, scooter, or buggy to cover long distances such as airports or theme parks but can otherwise transfer and then move short distances it is unlikely we will award this symbol.

### Evidence notes

The evidence that you attach needs to show that you would need to use a wheelchair to mobilise even short distances.



Examples of possible supporting evidence we may consider include:

- PIP/DLA With Enhanced or Higher rate Mobility components respectively
- A letter from a doctor, consultant or other health professional relating to the use of a wheelchair or a mobility scooter
- A letter from wheelchair services confirming your eligibility for a wheelchair or scooter through the NHS

Please be aware that where an essential companion has already been requested or allocated, we would need to see documentation stating that you would still be unable to manage steps or stairs even with the support of an essential companion.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## Long Distances

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If you have difficulty moving yourself more than short distances this is the symbol for you. We have no strict definition of what distances are involved as it will be for you to discuss this with providers and they will let you know how they might be able to meet your needs.

This can only be awarded where a person's mobility is so limited that they are unable to self-mobilise for more than short distances and distances present a significant barrier to you.

We would not allocate this symbol if an applicant could mobilise and with rest breaks, be able to undertake longer distances.

We would not allocate this symbol where an individual would be able to mobilise over longer distances with the support of another person.

### Evidence notes

The evidence that you attach needs to show that you are only able to self-mobilise a short distance (including walking or self-propelling a wheelchair).

This would not include situations where for example you are a powered wheelchair user.

The easiest form of proof we can look at is the mobility component of PIP / DLA, but we can also take other documents into account such as medical reports.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## WC Urgent Toilet Access



For people with continence issues, we have the W.C. Symbol. Providers on board are made aware that this means urgent access to any toilet without question.

This symbol is related to the *urgent* need for a toilet.



We do not award this symbol where the need for a toilet is associated with privacy, escaping the sound of hand dryers or the need for additional space for accessibility or support from another person.

If you need to use an accessible toilet this is covered by any other symbol on the card as accessible toilets are for the use of people with any impairment although priority should be given to those unable to use standard toilet facilities.

**Evidence notes**

We would need to see a confirmation of diagnosis that you have a condition which necessitates urgent access to a toilet - this may include part of your scoring breakdown on PIP or a confirmation of diagnosis from your GP medical records.

We can't accept things that are not personalised, or are not subject to an application process such as a "Can't Wait" Card for example. This doesn't mean that your other cards would be disregarded at a venue, but we would not award this particular access requirement by default.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## Assistance Dogs

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Our Assistance Dog Symbol is awarded once we receive official documentation stating the dog has gone through training in order to be able to support you at events and venues/other unusual environments/circumstances.

Assistance dogs are highly trained to be able to provide a level of support in otherwise hostile environments and this is the message that our symbol is meant to convey.

This symbol is not meant to convey that you *have* an assistance dog, but that you have a *trained* assistance dog.

Where applicable we recommend you take advantage of the support provided by an essential companion which is covered by our +1 symbol.

### Evidence notes

We know that owner-trained dogs may be capable of providing a robust amount of support, but we need to see that this has been confirmed by a professional 3rd party such as Assistance Dogs UK.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## +1 Essential Companions



This symbol is awarded to people for whom it would be significantly difficult for them to access services without support from another person.

We remind all applicants that the +1 is not a discount for carers.



In the past, many venues may have operated a buy-one-get-one-free scheme for disabled customers but our approach is more detailed than this, so please read carefully before submitting a response.

The +1 is not about the fact that you need care and support, and this part of the form is not to question that you may need a certain amount of support when out and about.

The +1 symbol can only be awarded where an individual's needs are so significant or substantial that, without support, they would not be able to attend the event.

Therefore, the price of a ticket to bring a carer would place the customer at a significant disadvantage when visiting paid-for events. As such, it would be the legal responsibility of the venue to subsidise this cost by issuing a reduced price / complimentary companion ticket.

The support needed must be in excess of what could be reasonably expected of family/friends already accompanying you and must be due to disability-related needs.

For children, and young children especially, the +1 can only be considered where the needs are outside of the range of what can be expected of parental responsibility - even if this means that your child needs more support or supervision than another child of similar age.

The decision to add +1 is not based on care needs but by the disadvantage imposed by charging additional fees for a carer to attend. At events where you would be attending with your child as part of the family group you will be charged as a fee paying parent just like all other family groups enjoying an event.

The +1 can only be considered where the support you require results in the cost of a carer ticket being an unreasonable barrier to your being able to attend.

Remember - this is not about whether your child needs care and support but whether the cost of a ticket for the person providing that care and support should be waived as a reasonable adjustment.



### Evidence notes

It is highly unlikely (but not necessarily impossible) that we will be able to award this symbol based on diagnosis alone so the evidence you send in must demonstrate the significance of need.

PIP, DLA and AA care components themselves may not necessarily indicate this. Each is awarded for daily personal care needs but may not transfer to the level of support needed at a paid event, but can very often be a good indicator as to the level of need you support, especially when submitted alongside additional supporting information.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## Accessing Audible Information

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This symbol relates to people have difficulty accessing or processing audible information. It may be relevant to deaf people or those with hearing impairments.

These symbols relate to a specific need for information to be presented in a different format/method such as a loop system or BSL interpretation.

Where this need is met by general support from another person, if it is significant enough, this would be covered by the +1 symbol where appropriate.

### Evidence notes

The evidence that you attach needs to show that without audible information being produced in an alternate medium you would be at significant advantage.

Examples include confirmation of being a BSL user, a Hearing Aid user that relies on loop systems to access audible content, audiology reports, etc.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe why standing and queuing represents a significant barrier to you. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.

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## Anything else

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If your impairment has any other impact on your ability to access a service, tell us about that here - this will flag to service providers that you might need support which otherwise wouldn't be identified on the card.

Declaration of access needs (please tick **one** of the following boxes).

- I have read and understood these guidance notes, and I would like to be considered for this symbol.
- I do not have this access requirement. Please skip to the next section.

To be considered for this symbol please describe any other type of adjustment you might need that isn't covered by the other symbols. You may also use this response to inform us if you need to make an access booking before the 7-14 days verification process. If you wish to be considered and leave this blank or cannot provide the supporting proof we will be unable to process your application.



## **Proof of Eligibility & Attaching Evidence**

We ask for proof or evidence to make sure you are eligible for this scheme and ensure that these valuable accessible resources are kept solely for the use of those that need them.

When you attach evidence please ensure you label every page of the file with your name and DOB listed in the application or name with the document type so our team can process your application.

If you wish to be considered and leave any requested information blank or cannot provide the requested supporting proof or evidence, we will be unable to process your application and due to the busy nature of our box office, you may not be contacted so, please ensure you answer the application to the best of your ability and with as much detail as possible.

Your application cannot be processed without AT LEAST ONE attachment in each of the relevant sections. If you choose to proceed without providing evidence, it will cause a significant delay in your application, and we will need to follow up via email, post or telephone. This can take 7-14 days.

### **Proof of Eligibility**

The Access Card is our preferred document because this supports a consistent approach across various venues and other similar organisations, and reduces the amount of sensitive personal data you need to share with us.

The document must clearly belong to you and identify that you have a disability as defined by the Equality Act (2010). Please note items such as RADAR keys or Sunflower Lanyards cannot be accepted as it is not evident that these belong to a particular individual. We also cannot accept ID cards for carers, as Access Membership is for the Deaf or disabled individual themselves.



To help us confirm your eligibility to the scheme please confirm which supporting documentation you have attached to support your application. Proof of eligibility documents we can accept include:

- The Access Card from Nimbus Disability
- Hynt Card
- CEA Card
- UK Disabled ID Card / DID Card
- National Rail Disabled Persons Railcard
- Disabled Person's Freedom Pass
- Certificate of Visual Impairment or Dual Sensory Impairment
- Official confirmation in writing that you are Deaf or use a hearing aid, such as a a battery prescription
- Assistance Dog ID Book
- Evidence of receipt of government benefits for reasons of disability, which could include:
  - Front page of Disability Living Allowance at any rate
  - Front page of Personal Independence Payments (PIP) at any rate
  - War Disablement Pension or War Pensioner's Mobility Allowance
  - AFIP (Armed Forces Independence Payment)
- Continuing Healthcare Package letter
- Employment and Support Allowance or Severe Disablement Allowance letter
- Attendance Allowance letter
- Direct Payments award for reasons of disability
- Social Care Package award for reasons of disability
- An official, signed document or letter from a GP, social worker, nurse or other medical professional confirming a disability as defined by the Equality Act (2010)
- An equivalent international document or ID card confirming disability.

**Attach a scan / clear photo of your benefits entitlement or a doctor's letter.**

This section is to attach any evidence you have to support your application. Please see below for examples of what we can, and cannot, take into account for your application:

**Confirmation of Disability Living Allowance, Personal Independence Payment, or Attendance Allowance.**

This must be recent and clearly show the Name and Address of the receipt. This must clearly show the rates of Mobility and Personal Care / Daily Living components you have been awarded.

**We cannot take into account Covid Extension Letters, ESA, UC, Blue Badges, Appointment Letters, or Christmas Bonus Letters.**

**A letter from a third party professional aware of your needs**

This must be recent and clearly state the diagnosis and impact of your conditions described in your application.

This must be on surgery / official headed paper.

**Confirmation of diagnosis alone for conditions with variable.**

**We may be able to take a variety of other documents into account such as occupational health reports, care plans EHCP's, OT assessments.**

If you would like to discuss what other information we can take into account on your application, please let us know.

If you do not have any of the above to hand and would like to receive a form from us for completion, please submit an application through using the link below and request the forms in the 'About Impairment' Section.



The forms we have for completion are only used as a last resort for those who do not have any other relevant supporting documentation, as it is very common that medical professionals will charge you to have these completed.

**Attach a scan/clear photo of your benefits entitlement or a doctor's letter or other evidence (required)**

We can consider a wide range of evidence from credible sources that contain enough information to indicate your access requirements. For more detail please refer to <https://www.accesscard.online/apply/guidance/>.

**Attach a photo of the applicant's face (required)**

We need to have a clear photo where we can see your head and shoulders only.

This is a picture of the named person in the application with the disability, and will be used for our Box Office staff to verify them when making a booking in person.

If you are applying on behalf of a child, whose level of care goes beyond the range of parental responsibility, please attach a photo of your child.

\*\*\* For children, and young children especially: the +1 can only be considered where the needs are outside of the range of what can be expected of parental responsibility - even if this means that your child needs more support or supervision than another child of similar age.

The decision to add +1 is not based on care needs but by the disadvantage imposed by charging additional fees for a carer to attend. At events where you would be attending with your child as part of the family group you will be charged as a fee paying parent just like all other family groups enjoying an event.

The +1 can only be considered where the support you require results in the cost of a carer ticket being an unreasonable barrier to your being able to attend.



Remember - this is not about whether your child needs care and support but whether the cost of the ticket for the person providing that care and support should be waived as a reasonable adjustment.\*\*\*

**Attach a scan / photo of your government-issued photo ID (required)**

We need to see a current piece of photo ID, for example a Driver's License or Passport.

If you are applying on behalf of a child without photo ID, please attach your own ID.

**Attach anything else you think might be useful (optional)**

Attach anything else you think it would be useful for us to see.

**Confirmation of Attached Evidence**

Please tick all evidence that you have attached to this application:

- A scan / clear photo of your benefits entitlement or a doctor's letter
- A photo of the applicant's face (required)
- A scan / photo of your government-issued photo ID (required)
- Anything else you think might be useful (optional)

## Wheelchair User Requirements

To assist us in helping you, please provide us with some details of your requirements.

Do you use a wheelchair?

- Yes
- No

If yes, is this powered or manual?

- Powered
- Manual

What are the wheelbase dimensions?

- Up to 30' (77cm)
- Between 31'-49' (78-125cm)

Are you able to transfer from your wheelchair to theatre seats?

- Yes
- No

If necessary, please provide further detail.

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## Completing your Access Membership Application

The Hazlitt Theatre will hold your details on its database so we are able to facilitate future bookings and help us meet your needs without any delays or questions. These records will then be destroyed and your information will be treated as confidential and will never be shared with other people or organisations.

### Terms and Conditions

The Hazlitt Theatre Access Membership Scheme allows customers with access requirements and a companion to purchase reduced price tickets as well as providing us with information which will help us to understand customer's specific needs.

By joining the Scheme you agree that any tickets purchased will only be used by a disabled person (as defined by the Equality Act 2010) and a companion. Discounted tickets are subject to availability and may not be available for all events. Discounts are not available on premium seats/hires/VIP packages/catering events. Customers who intentionally give false information will have their Access Membership revoked and will be removed from the Scheme. We retain the right to review, amend or withdraw the Access Membership Scheme at any time, revoke membership if the customer's eligibility changes and to require customers to re-apply after review.

The Hazlitt Theatre will hold your details on its database so we are able to facilitate future bookings and help us meet your needs without any delays or questions. This paper copy will then be destroyed and your information will be treated as confidential and will never be shared with other people or organisations.

Our standard terms and conditions apply which are available at Box Office or can be found online at <https://www.parkwoodtheatres.co.uk/Hazlitt-Theatre/Terms>.

- I confirm I have read, understood and accept the terms and conditions and that you are happy with the processing of your personal data.
- I confirm that I am eligible, have completed this application to the best of your ability and fully understand that if I have left any information blank or cannot provide the requested supporting proof or evidence, that you will be unable to process your application and due to the busy nature of our box office, you may not be contacted so, please ensure you go answer the application.
- I confirm that I understand that a companion seat ( +1 symbol) can only be awarded where an individual's needs are so significant or substantial that, without support, they would not be able to attend the event.
- I confirm that this scheme is only applicable for 16+.
- I understand that I can only apply for an under 16 companion and the +1 can only be considered where the needs are outside of the range of what can be expected of parental responsibility - even if this means that your child needs more support or supervision than another child of similar age.
- I confirm I have attached my supporting evidence with every page of the file labelled with my name and DOB listed in the application or name with the document type. I understand that failing to do this will delay my application or mean that my application cannot be processed and I may NOT be contacted.

Are you happy to be kept informed via email about events at the Hazlitt Theatre and other Access Opportunities?

- Yes - I give my consent to receive monthly general Hazlitt Theatre Updates
- Yes - I give my consent to receive monthly/bi-monthly Access Hazlitt Theatre Updates
- All the above
- No thank you



Please return this form, with all attached evidence and relevant documents, to the Hazlitt Theatre, Earl Street, Maidstone, ME14 1PL. Our Box Office is open 10:30am-2:30pm Monday - Saturday. We have wheelchair access to the theatre along Rose Yard.

Thank you for taking the time to help us best support you!

We look forward to seeing you at the Hazlitt Theatre soon.