

MANSFIELD PALACE THEATRE

Essential Companion Policy

This policy applies to those patrons who need the assistance of a companion to access the services within Mansfield Palace Theatre.

Mansfield Palace Theatre is firmly committed to ensuring that everyone is able to participate fully and access events with dignity, respect and equality. This scheme is offered to those customers who, within the scope of The Equality Act 2010*, need someone to be present to assist them in accessing the services / facilities at the Palace Theatre. This person / assistant is known as an Essential Companion.

The Essential Companion is someone who is able to help the person with a disability, by the means of mobility or guidance, to use and enjoy the services at the Palace Theatre. The intention is to improve the safety and enjoyment of the person with a disability.

The Essential Companion should familiarise themselves with the layout of the Theatre and the location of services. They should liaise with Theatre staff if the person with a disability requires assistance, and take instructions should there be a need to evacuate the building.

The Essential Companion is required to attend the needs of the person with a disability at all times whilst on the premises.

Please note that the membership scheme is not open to, or intended for, those who simply require a companion / friend to assist with transportation to and from the venue.

The scheme allows members to obtain a ticket, at half price, for the Essential Companion when the production contract allows this to happen.

To join, the person with a disability, or their appointed representative, must complete and sign the application form, along with proof of one of the following and return it to the Palace Theatre:

- Personal Independence Payment
- Disability Living Allowance
- Attendance Allowance
- Diagnosis letter

The contact details on the form should be those of the person with a disability, not of the Essential Companion. There is space on the form to tell us about the disabled person's particular needs. We ask that as much information as possible is provided so that we can speedily process the application, and better prepare to cater for person's needs. This information is protected by the Data Protection Act and will only be used for the purposes set out in this document.

As we are a publicly funded organisation, we require a signature to declare that the benefits of membership will be used within the terms set out in this document.

If you have difficulty completing this form, or would like more information, please contact the Box Office, who will be pleased to assist.

*The Equality Act 2010 – A person has a disability if they have a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Mansfield Palace Theatre

Essential Companion Scheme

Membership Application Form

1. Details of person with disability:

Title

First Name..... Surname.....

Address.....

.....Postcode.....

Telephone Number.....

Email Address.....

2. Which of the following do you require? (Please tick)

Aisle Seat..... Wheelchair Space.....

3. Why do you require an Essential Companion?

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Any other information

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The person with a disability (as defined by the Equality Act 2010*), or their appointed representative, is required to sign below to declare that the person concerned requires a companion to access the facilities of the Mansfield Palace Theatre.

Signed Date.....

Print Name (If representative).....

Completed forms along with proof can be returned either by post to: Box Office, Palace Theatre, Leeming Street, Mansfield, NG18 1NG or emailed to palacetheatreboxoffice@mansfield.gov.uk

The Palace Theatre reserves the right to review a member's eligibility, and to revoke membership following review. A false application could lead to civil proceedings and/or prosecution under the Theft Act 1968.

It is the scheme member's responsibility to communicate any change in circumstances.