

If your amateur dramatic group has been asked to provide a free carer's ticket for a disabled attendee, this is a fairly common accessibility request in UK theatres. Here's how you might approach it practically and fairly.

1. Check Your Current Ticket Policy

First, see whether your group or venue already has a policy about accessibility or companion tickets.

Many UK theatres operate a **"free essential companion"** policy for disabled patrons who cannot attend independently. If your group performs in a hired venue, the venue may already have guidance.

You could also look at guidance from organisations such as the Equality and Human Rights Commission and the Equality Act 2010, which encourage **reasonable adjustments** for disabled people. Providing a companion seat is commonly considered a reasonable adjustment.

2. Consider Whether You Can Offer It

Ask yourselves:

- Do you have **available seats** for the performance requested?
- Would providing one **complimentary ticket** significantly affect your finances?

For most amateur groups, providing **one free companion ticket** is usually manageable and considered good practice.

3. Ask for Basic Confirmation (Politely)

Many theatres ask for proof that a companion is required. Common forms include:

- **A Disabled Access Card (Nimbus)**
- **ADP Adult Disability Payment**
- **PIP/DLA award letter showing eligibility for support**
- **A Blue Badge**

You don't need to be overly strict—just enough to show the request is legitimate.

Example wording:

Email

Subject

Carer Ticket Request Carer Ticket Request

Dear [Name],

Thank you for your enquiry about attending our production.

We are happy to offer a complimentary ticket for an essential companion to accompany the disabled guest. If possible, could you please confirm that a companion is required for access purposes (for example via a Disabled Access Card or similar documentation)?

Once confirmed, we will arrange the booking so that the guest and their companion can sit together.

Kind regards,

[Name]

[Group / Box Office]

4. Reserve Appropriate Seating

Make sure the seats work for the person's needs, for example:

- **Wheelchair space**
- **Aisle seat**
- **Step-free access**
- Close to toilets or exits

5. Create a Simple Policy for the Future

Since this request has come up, it's a good idea for the group to adopt a **short written policy**, e.g.:

- "Audience members who require an essential companion due to disability may receive one complimentary companion ticket per show."

This avoids having to debate each request.

In short

The usual approach is simply to **provide one free companion ticket as a reasonable adjustment**, ask for light confirmation if needed, and seat them appropriately.