

Companion (Carer) Ticket Policy

1. Our Commitment

[Society Name] is committed to making our production as accessible and welcoming as reasonably possible. We recognise our duty under the Equality Act 2010 to make reasonable adjustments for disabled patrons.

Where a disabled person would be unable to attend a performance without substantial assistance, we will consider providing a complimentary companion (carer) ticket as a reasonable adjustment.

2. What Is a Companion Ticket?

A companion ticket is a complimentary ticket issued to a person who is attending solely to provide necessary assistance to a disabled patron.

It is not a concession or general discount, but an adjustment made where support is required.

3. Eligibility

We may provide a complimentary companion ticket where:

- The disabled patron requires significant assistance to attend or access the performance; and
- The companion is attending solely to provide that assistance.

Each request will be considered individually, considering the nature of the venue, the performance, and the needs of the individual.

A free companion ticket is not automatically available in all circumstances.

4. Supporting Information

To ensure fairness and consistency, we may request reasonable supporting evidence. This may include:

- Receipt of Personal Independence Payment (PIP) (daily living component)
- Disability Living Allowance (DLA) (care component)
- ADP Adult Disability Payment
- Attendance Allowance
- Blue Badge

- Access Card with +1 symbol
- A brief letter from a medical or social care professional

We will never ask for detailed medical information.

Evidence will only be used to confirm eligibility and will be handled confidentially.

5. Booking Process

Requests for a companion ticket should ideally be made at the time of booking.

Where possible, we encourage advance contact to ensure appropriate seating and access arrangements can be made.

6. Conditions

- The disabled patron must purchase a standard ticket unless otherwise agreed.
- The companion must attend with the disabled patron.
- If the disabled patron does not attend, the companion ticket becomes payable at the full ticket price.
- Companion tickets are not transferable.

7. Reasonableness

As a volunteer-run amateur society, our financial resources are limited. While we are committed to accessibility, decisions regarding companion tickets will always reflect what is reasonable and proportionate in the circumstances.

We will not operate a blanket refusal policy, but neither can we guarantee free companion tickets in every case.

8. Contact

For accessibility enquiries, please contact:

[Name]

[Email Address]

[Telephone]

We will always seek to respond in a supportive, respectful and discreet manner.