

ACCESSIBLE TICKETS AND PERSONAL ASSISTANCE

PERSONAL ASSISTANT AND ASSISTANCE DOGS ADMISSION POLICY

1. ACCESSIBLE TICKETS

At all concerts at Kingsholm Stadium, an accessible viewing area is available for disabled people who are able to establish proof of eligibility.

Accessible tickets cannot be purchased online. Accessible tickets can only be purchased directly through Gloucester Rugby, by calling the venue on 01452 872289 and asking for the accessible seating co-ordinator.

Accessible tickets are priced at £37.50 (booking fee applies).

2. PERSONAL ASSISTANT ADMISSION

In accordance with our obligations to make reasonable adjustments for disabled people, the venue is pleased to provide free admission to one accompanying Personal Assistant ("PA") in circumstances where a disabled person would otherwise be at a substantial disadvantage without the PA. A ticket for complimentary PA admission on event days is available on the terms below.

Anyone arriving on the day of the event that hasn't made prior arrangements will not be eligible for a free PA ticket and full pricing will apply.

If you need a PA to attend the event - we do offer a PA goes free scheme, once we have established your eligibility.

Accessible tickets including PA tickets are not available to purchase on-line. To purchase your ticket the disabled patron should contact the venue by telephone by calling 01452 872289 and asking for the accessible seating co-ordinator. Alternatively, you can go to the Kingsholm Ticket Office in person during opening hours. At the time of booking the disabled patron should also apply for the PA ticket.

Once you have applied for a PA ticket, you will need to send required documents (as requested below) along with your order number to :

Attn: Ticket Office, Gloucester Rugby, Kingsholm Stadium, Kingsholm Stadium, Gloucester GL1 3AX

or by email to : ticketoffice@gloucesterrugby.co.uk.

Once the venue has received all the required documents and statement as to why you need a PA the venue will then make a decision as to your eligibility.

Bookings made through the AXS, Ticketmaster or Gloucester Rugby websites cannot be exchanged for accessible tickets.

The PA ticket will be sent out in the post. Both the disabled patron and the PA must be present when entering the venue. They must bring ID for both of them, along with their order number.

Please note - The PA must be able to provide you with appropriate assistance which might include:

- a) assisting you in moving around the venue;
- b) helping you evacuate the venue in the event of an emergency;
- c) accompanying and/or assisting you in using the venue's toilets;
- d) assisting you in purchasing refreshments and food or using other services.

Given that the event may sell out; you should apply for your PA at the time of purchasing your entry ticket. To avoid disappointment please be prompt when supplying your documentation. We are unable to accept applications requested less than 10 working days before the event. We will be unable to supply PA tickets once an event has sold out.

Please note our PA Policy does not apply to customers with temporary impairments such as broken bones, healing wounds and women who are pregnant.

3. PERSONAL ASSISTANCE TICKET CONDITIONS

The free admission ticket provided to your Personal Assistant ("PA") will carry the same conditions as the admission ticket that you hold.

A PA is required to accompany the disabled patron at all times; this is to ensure they are supported in the event of an emergency.

PA tickets are strictly non-transferable.

4. ELIGIBILITY

The eligibility criteria for complimentary Personal Assistant ("PA") admission are regularly reviewed and the venue reserves the right to update them from time to time.

Currently those who receive one of the following benefits are eligible to apply for a free PA ticket:

- a) Disability Living Allowance (DLA);
- b) Attendance Allowance (AA);
- c) Personal Independence Payment (PIP); and
- d) Armed Forces Independence Payment (AFIP).
- e) Additionally people who are Registered Blind are also eligible.

Please note that, in all cases, the venue reserves the right to nevertheless decline to accept an application or to request additional evidence if, in the venue's view and discretion, there is reasonable doubt that the applicant would be at a substantial disadvantage in attending without a PA given the accessibility facilities and services available at the venue.

5. WHAT PROOF OF ELIGIBILITY NEEDS TO BE PROVIDED?

To prove eligibility you will need to provide the following in respect of one the benefits referred to in (3) above:

- a) A copy of the awarding letter from DWP or statement confirming receipt of the allowance.
- b) Photo ID which matches the details of the recipient of the above, with date of birth.
- c) Statement of why you may need a Personal Assistant ("PA") to accompany you.
- d) Alternatively, if you are a Registered Blind Person then a photocopy of certification and matching photo ID is required.

Please note that a Blue Badge is not accepted as evidence of eligibility.

6. HOW DO I APPLY?

Applications (including all proof) are to be made by telephoning the venue at least ten working days in advance of the event day. Please call the Venue Ticket Office on 01452 872289 and ask for the accessible seating co-ordinator.

Unfortunately given the demands on resources and staff on event days, assessment for complimentary Personal Assistant ("PA") entry is not available on the day.

7. ASSISTANCE DOGS

Assistance dogs are welcome to attend with their owners without additional charge subject to production upon entry of a valid identification document from Assistance Dogs (UK) or an equivalent international organization. A separate ticket is not required however owners should notify the venue by telephone on 01452 872289 in advance upon booking their event day tickets so that any necessary arrangements can be made.

8. COLLECTING PERSONAL ASSISTANT TICKETS

Unless specified at the time of booking in all cases the tickets will be posted to the purchaser approximately 4 weeks prior to the date of the concert.

If you have requested to collect tickets at Kingholm photo ID will be required for both the disabled patron and the PA, as well as the ticket order number of the original purchase.

On the Day of the Concert : both the disabled patron and the Personal Assistant ("PA") must be present when entering the venue.