



Norwich Theatre Accessibility Scheme

We want to make visiting Norwich Theatre as easy and comfortable as we can. Signing up to the Norwich Theatre Accessibility Scheme will help us make your experience from booking through to visit as smooth as possible.

Registering as part of the scheme is free and offers a range of benefits:

- Direct online booking - registering will allow you to book online for access performances including seats held for Captioned, BSL, and Audio Described shows. Members requiring wheelchair spaces, or wishing to bring an assistance dog, will need to book directly with the box office.
- Essential companion tickets - if you need someone to accompany you in order to make your visit to the theatre easier, signing up will allow you to book a free companion ticket online (T&Cs apply). If you are eligible for an essential companion, you only have to re-register every 3 years, making your booking process much easier. Each member is entitled to one complimentary essential companion ticket per week long performance.
- Receive an accessibility newsletter - sharing with you information about upcoming access performances, programmes and activities.
- By request, scheme members are invited to the theatre to meet a member of the Visitor Services team to familiarise themselves with the venue, the facilities and services we provide.

What happens now?

There is a short form to complete which should be emailed to access@norwichtheatre.org. If you require an essential companion - there is an additional form to complete to provide evidence of access need.

This is a closed inbox monitored by the box office. All data and information you provide is handled in accordance with our GDPR policy which can be found at norwichtheatre.org/privacy-policy.

If you need help completing this form, our box office staff will be happy to help either call 01603 630 000 or if you would prefer to complete this form in person we have printed copies at the box office and they can be returned to the staff at the counter during box office opening hours, or posted to:

Box Office - Access Scheme
Theatre Street
Norwich
NR2 1RL



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Section A

These first questions relate to the person requiring access support

Name:

DOB:

Address:

Telephone Number:

EmailAddress:

I would like to receive information about access performances and upcoming events

If you would like someone to book your tickets on your behalf - please input their details below, so that they can be added to your account.

Name

Address

Telephone Number

EmailAddress

This individual will be managing all bookings and enquiries on my behalf and my access requirements should be linked to this individual.

Yes

No

Please note access requirements can only be associated with one account.



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Section B - Relating to the customer requiring access support

Which access needs to you have? Please tick all that apply

British Sign Language interpreted performance

Captioned performance

Audio Described performance

Wheelchair space

Space suitable for large or high back wheelchair/ scooter

Space for Assistance dog in the auditorium

Assistance dog sitting during the performance

I require an essential companion (please also complete section C)

Relaxed performance

Step free access to the auditorium

Any other access requirements you feel it would be helpful for our visitor services team to know about?

Section C - If an Essential Companion is required

We understand that sometimes guests might need to bring a companion in order to safely visit the theatre. We are working with Nimbus Disability's Access Card who administer the proof of eligibility for Essential Companions.

For more information about - including why we are working with Nimbus Disability Access Card please visit - <https://norwichtheatre.org/my-theatre/accessibility-scheme/>.



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Section C continued

To be able to book essential companion tickets with us we ask that you provide a Nimbus Disability/ Credability Access Card with the +1 symbol, or a partially sighted ID card

OR

Register for a free essential companion registration with Nimbus Disability for use with Norwich Theatre venues only. You can apply at <https://app.accesscard.org.uk/apply/norwicht/> or call 0330 808 5108

If you already have a Nimbus Card with the +1 symbol or a Partially Sighted ID card, please provide a photograph or copy along with this form to: access@norwichtheatre.org including your name as it appears on the Card and your Nimbus access number

or drop in and give to the box office, or post to:

Box Office - Access Scheme
Norwich Theatre Royal
Theatre Street
Norwich
NR2 1RL

To apply for either the free Norwich Theatre Access Group or the Access Card head to <https://app.accesscard.org.uk/apply/norwicht/>

Section D- to be completed by the customer requiring access

All applications for the accessibility scheme will need to be renewed every 3 years - you will receive a reminder email ahead of time.

Norwich Theatre reserves the right to make changes to this scheme at any time, and does not guarantee seats will be available for performances.

If your circumstances change ahead of renewal, please contact Norwich Theatre to inform us of these changes.

By signing you confirm that all information is correct at time of application.

signed

date